

# Enterprise Incident Report November 2012

As of 12/4/2012

## Workforce Services

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Workforce Services	Application Services	Bart Purser	0 0	4 1	1 0	5 1
		Bill Felt	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	8 1	3 0	11 1
		Dustin Crump	0 0	6 0	0 0	6 0
		Ken Ainge	0 0	3 1	0 0	3 1
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	25 4	4 0	29 4
	Application Support - CATS IV	Dawn Harris	0 0	1 0	0 0	1 0
		Robert Love	0 0	1 0	0 0	1 0

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## Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Application Support - CATS IV	<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Application Support - Content Manager	Nate Olson	0 0	1 0	0 0	1 0
		Randall Ottesen	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Application Support - Data Warehouse	Drew Maxfield	0 0	1 1	0 0	1 1
		Laurie Meriwether	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 1	0 0	2 1
	Application Support - EREP Data Processing	David Moffitt	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Application Support - MyCase	Ilya Oyzerskiy	0 0	2 1	0 0	2 1
		<b>Assigned to Individual Total</b>	0 0	2 1	0 0	2 1
	Application Support - Thin Client	Janis Race-Bigelow	0 0	6 3	0 0	6 3
		<b>Assigned to Individual Total</b>	0 0	6 3	0 0	6 3
	Application Support - UWORKS	Eric Strong	0 0	9 0	0 0	9 0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - UWORKS	Jeff Pryor	0 0	14 2	0 0	14 2
		Shane Otvos	0 0	38 3	0 0	38 3
		<b>Assigned to Individual Total</b>	0 0	61 5	0 0	61 5
	Application Support - Web Dev	Chad Thompson	0 0	4 0	0 0	4 0
		Dave Clark	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	7 0	0 0	7 0
	Application Support - WI Contracts	Brett Judd	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Robert Ryan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Enterprise Security	Bobette Phillips	0 0	2 0	0 0	2 0
		Dan Cook	0 0	2 0	0 0	2 0
		Jed Johnson	0 0	2 0	0 0	2 0

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			High	Low	Medium	FCR Total
Workforce Services	Enterprise Security	Sharon Smith	0 0	5 1	0 0	5 1
		<b>Assigned to Individual Total</b>	0 0	11 1	0 0	11 1
	Help Desk	Brenda Treadway	0 0	24 22	0 0	24 22
		Eileen Dubach	0 0	7 7	0 0	7 7
		James Stearns	0 0	9 9	0 0	9 9
		Julie VanBeekum	0 0	12 12	0 0	12 12
		Vicky Marrelli	0 0	15 14	0 0	15 14
		<b>Assigned to Individual Total</b>	0 0	67 64	0 0	67 64
	Metro A Desktop Support	Adam Staks	0 0	21 0	0 0	21 0
		Austin Schultz	0 0	2 0	0 0	2 0
		Burton Brown	0 0	3 0	0 0	3 0
		Diane Pfeifer	0 0	3 0	0 0	3 0
		Eric A Sedgwick	0 0	17 3	0 0	17 3
		James Kammeyer	0 0	1 0	0 0	1 0

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## Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Kraig Ellis	0 0	19 1	0 0	19 1
		Michael Barth	0 0	19 0	0 0	19 0
		Mike Beynon	0 0	17 7	0 0	17 7
		Nancy Hachmeister	0 0	1 0	0 0	1 0
		Robert Wall	0 0	9 0	0 0	9 0
		Tracy VanderVaart	0 0	35 1	0 0	35 1
		<b>Assigned to Individual Total</b>	0 0	147 12	0 0	147 12
	Metro A Help Desk	Ed Conrad	0 0	258 210	0 0	258 210
		Edward Fortner	0 0	179 170	0 0	179 170
		Liz Evans	0 0	239 170	0 0	239 170
		<b>Assigned to Individual Total</b>	0 0	676 550	0 0	676 550
	Metro A Hosting	Keith Scholl	0 0	4 1	0 0	4 1
		Tom Carney	0 0	7 0	1 0	8 0
		<b>Assigned to Individual Total</b>	0 0	11 1	1 0	12 1

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## Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	0 0	1 0	0 0	1 0
		Austin Farey	0 0	1 0	0 0	1 0
		Cindy Reed	0 0	2 0	0 0	2 0
		Jay Locker	0 0	9 0	0 0	9 0
		Mike Sine	0 0	2 2	0 0	2 2
		Mike Wilde	0 0	12 2	0 0	12 2
		Sean Chadbourne	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	5 1	0 0	5 1
		Tyler Pearce	0 0	3 2	0 0	3 2
		<b>Assigned to Individual Total</b>	0 0	40 7	0 0	40 7
	Metro B Help Desk	Gary Graham	0 0	1 1	0 0	1 1
		Todd Manning	0 0	2 2	0 0	2 2
		Val Shepherd	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	4 4	0 0	4 4

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## Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Metro C Help Desk	Reed Stohel	0 0	2 2	0 0	2 2
		Ross Owen	0 0	2 2	0 0	2 2
		<b>Assigned to Individual Total</b>	0 0	4 4	0 0	4 4
	Metro C Hosting	Stuart Roundy	1 0	0 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	0 0	1 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	1 0	1 0	2 0
		Jared Elzinga	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	1 0	0 0	1 0
		Jesse Fausett	0 0	2 0	0 0	2 0
		Michael Ostrander	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	9 0	1 0	10 0
	Operations Production Control	Cal Brinton	0 0	11 10	0 0	11 10
		Christie Burnham	0 0	139 134	0 0	139 134

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## Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Operations Production Control	Duane Hardy	0	27	0	27
			0	25	0	25
		<b>Assigned to Individual Total</b>	0	177	0	177
			0	169	0	169
	PCHELPS Gmail	Chris Olson	0	3	0	3
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	3	0	3
			0	2	0	2
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	0	0	0
		Jay Barfuss	0	2	0	2
			0	2	0	2
		Jeremy Standifird	0	12	0	12
			0	0	0	0
		Jessica Purcell	0	24	0	24
			0	21	0	21
		Paul Petersen	0	11	0	11
			0	0	0	0
		Rod Montoya	0	34	0	34
			0	32	0	32
		Ron LeBaron	0	3	0	3
			0	2	0	2
		Todd Hardy	0	3	0	3
			0	3	0	3
		Troy Morris	0	2	0	2
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	92	0	92
			0	62	0	62



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## Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Rural North Desktop Support	Dane Smith	0 0	9 0	0 0	9 0
		Don Higgs	0 0	13 10	0 0	13 10
		Kelly Warren	0 0	1 0	0 0	1 0
		Kim Ratuszniak	0 0	20 20	0 0	20 20
		Neil Smedley	0 0	23 5	0 0	23 5
		Rodney Peterson	0 0	6 3	0 0	6 3
		Ruston McKay	0 0	26 26	0 0	26 26
		Ryan Casey	0 0	5 0	0 0	5 0
		Wayne Higgs	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	107 64	0 0	107 64
	Rural South Desktop Support	Dan Anthony	0 0	6 4	0 0	6 4
		Doug Chaston	0 0	5 4	0 0	5 4
		Doug Thornton	0 0	4 4	0 0	4 4
		Joel Finlinson	0 0	1 1	0 0	1 1

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			High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Lance Nay	0	21	0	21
			0	19	0	19
		Lane Adams	0	9	0	9
			0	0	0	0
		Scott Jesienouski	0	10	0	10
			0	6	0	6
	Strategic Communications	Silas Aitchison	0	6	0	6
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	62	0	62
			0	40	0	40
		Kerry Williamson	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Technical Lead/Project Manager	Fred Schmidt	0	1	0	1
			0	0	0	0
		John Stephenson	0	10	0	10
			0	0	0	0
		Mark Lowe	0	2	0	2
			0	0	0	0
	Voice Engineering	Mart Gardner	0	8	0	8
			0	0	0	0
		Martin Gonzalez	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	22	0	22
			0	1	0	1
		Julie Johnson	0	2	0	2
			0	0	0	0

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## Workforce Services

			High	Low	Medium	FCR Total	
Workforce Services	Voice Engineering	Assigned to Individual Total	0 0	2 0	0 0	2 0	
	Voice Operations	Gail Christiansen	0 0	15 0	1 0	16 0	
		James Gifford	0 0	7 1	0 0	7 1	
		Julie Sabato	0 0	1 0	0 0	1 0	
		Kelly Johnson	0 0	3 0	0 0	3 0	
		Romanza Hamblin Sorensen	0 0	20 8	1 1	21 9	
		Assigned to Individual Total	0 0	46 9	2 1	48 10	
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	1 0	
		Mike Johnson	0 0	2 0	0 0	2 0	
		Spencer Blodgett	0 0	3 0	0 0	3 0	
		Assigned to Individual Total	0 0	5 0	1 0	6 0	
	Assigned Group Total		1 0	1,599 1,004	9 1	1,609 1,005	
	Customer Company Total			1 0	1,599 1,004	9 1	1,609 1,005

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## Workforce Services

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Workforce Services	Application Services	Bart Purser	0 0	4 0	1 0	5 0
		Bill Felt	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	8 3	3 1	11 4
		Dustin Crump	0 0	6 2	0 0	6 2
		Ken Ainge	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	25 7	4 1	29 8
	Application Support - CATS IV	Dawn Harris	0 0	1 0	0 0	1 0
		Robert Love	0 0	1 0	0 0	1 0

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## Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Application Support - CATS IV	Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Content Manager	Nate Olson	0 0	1 0	0 0	1 0
		Randall Ottesen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Application Support - Data Warehouse	Drew Maxfield	0 0	1 0	0 0	1 0
		Laurie Meriwether	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - EREP Data Processing	David Moffitt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - MyCase	Ilya Oyzerskiy	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Thin Client	Janis Race-Bigelow	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	6 1	0 0	6 1
	Application Support - UWORKS	Eric Strong	0 0	9 2	0 0	9 2

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - UWORKS	Jeff Pryor	0	14	0	14
			0	5	0	5
		Shane Otvos	0	38	0	38
			0	4	0	4
		<b>Assigned to Individual Total</b>	0	61	0	61
			0	11	0	11
	Application Support - Web Dev	Chad Thompson	0	4	0	4
			0	2	0	2
		Dave Clark	0	3	0	3
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	7	0	7
			0	2	0	2
	Application Support - WI Contracts	Brett Judd	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Campus Networking	David Sedei	0	1	0	1
			0	0	0	0
		Robert Ryan	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	2	0	2
			0	0	0	0
	Enterprise Security	Bobette Phillips	0	2	0	2
			0	1	0	1
		Dan Cook	0	2	0	2
			0	2	0	2
		Jed Johnson	0	2	0	2
			0	1	0	1

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			High	Low	Medium	MIR Total
Workforce Services	Enterprise Security	Sharon Smith	0 0	5 2	0 0	5 2
		<b>Assigned to Individual Total</b>	0 0	11 6	0 0	11 6
	Help Desk	Brenda Treadway	0 0	24 9	0 0	24 9
		Eileen Dubach	0 0	7 0	0 0	7 0
		James Stearns	0 0	9 0	0 0	9 0
		Julie VanBeekum	0 0	12 4	0 0	12 4
		Vicky Marrelli	0 0	15 0	0 0	15 0
		<b>Assigned to Individual Total</b>	0 0	67 13	0 0	67 13
	Metro A Desktop Support	Adam Staks	0 0	21 0	0 0	21 0
		Austin Schultz	0 0	2 0	0 0	2 0
		Burton Brown	0 0	3 0	0 0	3 0
		Diane Pfeifer	0 0	3 0	0 0	3 0
		Eric A Sedgwick	0 0	17 0	0 0	17 0
		James Kammeyer	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Kraig Ellis	0 0	19 0	0 0	19 0
		Michael Barth	0 0	19 0	0 0	19 0
		Mike Beynon	0 0	17 0	0 0	17 0
		Nancy Hachmeister	0 0	1 0	0 0	1 0
		Robert Wall	0 0	9 0	0 0	9 0
		Tracy VanderVaart	0 0	35 0	0 0	35 0
		<b>Assigned to Individual Total</b>	0 0	147 0	0 0	147 0
	Metro A Help Desk	Ed Conrad	0 0	258 3	0 0	258 3
		Edward Fortner	0 0	179 2	0 0	179 2
		Liz Evans	0 0	239 4	0 0	239 4
		<b>Assigned to Individual Total</b>	0 0	676 9	0 0	676 9
	Metro A Hosting	Keith Scholl	0 0	4 0	0 0	4 0
		Tom Carney	0 0	7 0	1 0	8 0
		<b>Assigned to Individual Total</b>	0 0	11 0	1 0	12 0



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			High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	0 0	1 0	0 0	1 0
		Austin Farey	0 0	1 1	0 0	1 1
		Cindy Reed	0 0	2 0	0 0	2 0
		Jay Locker	0 0	9 0	0 0	9 0
		Mike Sine	0 0	2 0	0 0	2 0
		Mike Wilde	0 0	12 0	0 0	12 0
		Sean Chadbourne	0 0	5 1	0 0	5 1
		Stephanie Young	0 0	5 0	0 0	5 0
		Tyler Pearce	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	40 2	0 0	40 2
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Todd Manning	0 0	2 0	0 0	2 0
		Val Shepherd	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0

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## Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Metro C Help Desk	Reed Stohel	0 0	2 0	0 0	2 0
		Ross Owen	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Metro C Hosting	Stuart Roundy	1 0	0 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	0 0	1 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Dave Bodily	0 0	1 0	1 1	2 1
		Jared Elzinga	0 0	1 1	0 0	1 1
		Jeff Reed	0 0	1 0	0 0	1 0
		Jesse Fausett	0 0	2 0	0 0	2 0
		Michael Ostrander	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	9 1	1 1	10 2
	Operations Production Control	Cal Brinton	0 0	11 0	0 0	11 0
		Christie Burnham	0 0	139 0	0 0	139 0

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## Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Operations Production Control	Duane Hardy	0 0	27 0	0 0	27 0
		<b>Assigned to Individual Total</b>	0 0	177 0	0 0	177 0
	PCHELPS Gmail	Chris Olson	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	3 0	0 0	3 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	2 0	0 0	2 0
		Jeremy Standifird	0 0	12 0	0 0	12 0
		Jessica Purcell	0 0	24 0	0 0	24 0
		Paul Petersen	0 0	11 0	0 0	11 0
		Rod Montoya	0 0	34 2	0 0	34 2
		Ron LeBaron	0 0	3 1	0 0	3 1
		Todd Hardy	0 0	3 0	0 0	3 0
		Troy Morris	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	92 3	0 0	92 3

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## Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Rural North Desktop Support	Dane Smith	0 0	9 1	0 0	9 1
		Don Higgs	0 0	13 1	0 0	13 1
		Kelly Warren	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	20 1	0 0	20 1
		Neil Smedley	0 0	23 0	0 0	23 0
		Rodney Peterson	0 0	6 2	0 0	6 2
		Ruston McKay	0 0	26 0	0 0	26 0
		Ryan Casey	0 0	5 0	0 0	5 0
		Wayne Higgs	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	107 5	0 0	107 5
	Rural South Desktop Support	Dan Anthony	0 0	6 0	0 0	6 0
		Doug Chaston	0 0	5 0	0 0	5 0
		Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Lance Nay	0 0	21 1	0 0	21 1
		Lane Adams	0 0	9 0	0 0	9 0
		Scott Jesienouski	0 0	10 0	0 0	10 0
		Silas Aitchison	0 0	6 0	0 0	6 0
		<b>Assigned to Individual Total</b>	0 0	62 1	0 0	62 1
	Strategic Communications	Kerry Williamson	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Fred Schmidt	0 0	1 0	0 0	1 0
		John Stephenson	0 0	10 3	0 0	10 3
		Mark Lowe	0 0	2 2	0 0	2 2
		Mart Gardner	0 0	8 2	0 0	8 2
		Martin Gonzalez	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	22 8	0 0	22 8
	Voice Engineering	Julie Johnson	0 0	2 0	0 0	2 0

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			High	Low	Medium	MIR Total	
Workforce Services	Voice Engineering	Assigned to Individual Total	0 0	2 0	0 0	2 0	
	Voice Operations	Gail Christiansen	0 0	15 1	1 0	16 1	
		James Gifford	0 0	7 0	0 0	7 0	
		Julie Sabato	0 0	1 0	0 0	1 0	
		Kelly Johnson	0 0	3 0	0 0	3 0	
		Romanza Hamblin Sorensen	0 0	20 0	1 0	21 0	
		Assigned to Individual Total	0 0	46 1	2 0	48 1	
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	1 0	
		Mike Johnson	0 0	2 0	0 0	2 0	
		Spencer Blodgett	0 0	3 1	0 0	3 1	
		Assigned to Individual Total	0 0	5 1	1 0	6 1	
	Assigned Group Total		1 0	1,599 71	9 2	1,609 73	
	Customer Company Total			1 0	1,599 71	9 2	1,609 73

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## Workforce Services

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Workforce Services	Application Services	Bart Purser	0 0.00	4 0.00	1 0.00	5 0.00
		Bill Felt	0 0.00	1 0.00	0 0.00	1 0.00
		Danielle Hood	0 0.00	8 5.47	3 3.77	11 5.00
		Dustin Crump	0 0.00	6 5.63	0 0.00	6 5.63
		Ken Ainge	0 0.00	3 0.25	0 0.00	3 0.25
		Martin Gonzalez	0 0.00	1 2.45	0 0.00	1 2.45
		Paul Lundell	0 0.00	1 26.29	0 0.00	1 26.29
		Tony Larsen	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	25 4.28	4 2.82	29 4.08
	Application Support - CATS IV	Dawn Harris	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Love	0 0.00	1 0.11	0 0.00	1 0.11

# Enterprise Incident Report November 2012

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## Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - CATS IV	Assigned to Individual Total	0 0.00	2 0.05	0 0.00	2 0.05
	Application Support - Content Manager	Nate Olson	0 0.00	1 0.00	0 0.00	1 0.00
		Randall Ottesen	0 0.00	3 0.32	0 0.00	3 0.32
		Assigned to Individual Total	0 0.00	4 0.24	0 0.00	4 0.24
	Application Support - Data Warehouse	Drew Maxfield	0 0.00	1 0.00	0 0.00	1 0.00
		Laurie Meriwether	0 0.00	1 0.74	0 0.00	1 0.74
		Assigned to Individual Total	0 0.00	2 0.37	0 0.00	2 0.37
	Application Support - EREP Data Processing	David Moffitt	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	2 0.28	0 0.00	2 0.28
		Assigned to Individual Total	0 0.00	2 0.28	0 0.00	2 0.28
	Application Support - Thin Client	Janis Race-Bigelow	0 0.00	6 1.20	0 0.00	6 1.20
		Assigned to Individual Total	0 0.00	6 1.20	0 0.00	6 1.20
	Application Support - UWORKS	Eric Strong	0 0.00	9 0.99	0 0.00	9 0.99



# Enterprise Incident Report November 2012

As of 12/4/2012

## Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - UWORKS	Jeff Pryor	0 0.00	14 1.05	0 0.00	14 1.05
		Shane Otvos	0 0.00	38 0.46	0 0.00	38 0.46
		<b>Assigned to Individual Total</b>	0 0.00	61 0.68	0 0.00	61 0.68
	Application Support - Web Dev	Chad Thompson	0 0.00	4 0.87	0 0.00	4 0.87
		Dave Clark	0 0.00	3 0.09	0 0.00	3 0.09
		<b>Assigned to Individual Total</b>	0 0.00	7 0.54	0 0.00	7 0.54
	Application Support - WI Contracts	Brett Judd	0 0.00	1 0.86	0 0.00	1 0.86
		<b>Assigned to Individual Total</b>	0 0.00	1 0.86	0 0.00	1 0.86
	Campus Networking	David Sedei	0 0.00	1 0.00	0 0.00	1 0.00
		Robert Ryan	0 0.00	1 0.24	0 0.00	1 0.24
		<b>Assigned to Individual Total</b>	0 0.00	2 0.12	0 0.00	2 0.12
	Enterprise Security	Bobette Phillips	0 0.00	2 1.14	0 0.00	2 1.14
		Dan Cook	0 0.00	2 1.80	0 0.00	2 1.80
		Jed Johnson	0 0.00	2 3.85	0 0.00	2 3.85

# Enterprise Incident Report November 2012

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## Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Enterprise Security	Sharon Smith	0 0.00	5 2.81	0 0.00	5 2.81
		<b>Assigned to Individual Total</b>	0 0.00	11 2.51	0 0.00	11 2.51
	Help Desk	Brenda Treadway	0 0.00	24 0.75	0 0.00	24 0.75
		Eileen Dubach	0 0.00	7 0.04	0 0.00	7 0.04
		James Stearns	0 0.00	9 0.09	0 0.00	9 0.09
		Julie VanBeekum	0 0.00	12 0.69	0 0.00	12 0.69
		Vicky Marrelli	0 0.00	15 0.03	0 0.00	15 0.03
		<b>Assigned to Individual Total</b>	0 0.00	67 0.42	0 0.00	67 0.42
	Metro A Desktop Support	Adam Staks	0 0.00	21 0.10	0 0.00	21 0.10
		Austin Schultz	0 0.00	2 0.36	0 0.00	2 0.36
		Burton Brown	0 0.00	3 0.05	0 0.00	3 0.05
		Diane Pfeifer	0 0.00	3 0.14	0 0.00	3 0.14
		Eric A Sedgwick	0 0.00	17 0.08	0 0.00	17 0.08
		James Kammeyer	0 0.00	1 0.16	0 0.00	1 0.16

# Enterprise Incident Report November 2012

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## Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Kraig Ellis	0 0.00	19 0.07	0 0.00	19 0.07
		Michael Barth	0 0.00	19 0.10	0 0.00	19 0.10
		Mike Beynon	0 0.00	17 0.13	0 0.00	17 0.13
		Nancy Hachmeister	0 0.00	1 0.89	0 0.00	1 0.89
		Robert Wall	0 0.00	9 0.02	0 0.00	9 0.02
		Tracy VanderVaart	0 0.00	35 0.08	0 0.00	35 0.08
		<b>Assigned to Individual Total</b>	0 0.00	147 0.10	0 0.00	147 0.10
	Metro A Help Desk	Ed Conrad	0 0.00	258 0.05	0 0.00	258 0.05
		Edward Fortner	0 0.00	179 0.26	0 0.00	179 0.26
		Liz Evans	0 0.00	239 0.20	0 0.00	239 0.20
		<b>Assigned to Individual Total</b>	0 0.00	676 0.16	0 0.00	676 0.16
	Metro A Hosting	Keith Scholl	0 0.00	4 0.18	0 0.00	4 0.18
		Tom Carney	0 0.00	7 0.15	1 0.00	8 0.14
		<b>Assigned to Individual Total</b>	0 0.00	11 0.16	1 0.00	12 0.15

# Enterprise Incident Report November 2012

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## Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	0 0.00	1 0.00	0 0.00	1 0.00
		Austin Farey	0 0.00	1 1.05	0 0.00	1 1.05
		Cindy Reed	0 0.00	2 0.00	0 0.00	2 0.00
		Jay Locker	0 0.00	9 0.10	0 0.00	9 0.10
		Mike Sine	0 0.00	2 0.15	0 0.00	2 0.15
		Mike Wilde	0 0.00	12 0.17	0 0.00	12 0.17
		Sean Chadbourne	0 0.00	5 0.33	0 0.00	5 0.33
		Stephanie Young	0 0.00	5 0.12	0 0.00	5 0.12
		Tyler Pearce	0 0.00	3 0.15	0 0.00	3 0.15
		<b>Assigned to Individual Total</b>	0 0.00	40 0.17	0 0.00	40 0.17
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Todd Manning	0 0.00	2 0.00	0 0.00	2 0.00
		Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	4 0.00	0 0.00	4 0.00

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## Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Ross Owen	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C Hosting	Stuart Roundy	1 0.00	0 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	0 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	0 0.00	1 0.00	0 0.00	1 0.00
		Dave Bodily	0 0.00	1 0.00	1 1.33	2 0.67
		Jared Elzinga	0 0.00	1 1.40	0 0.00	1 1.40
		Jeff Reed	0 0.00	1 0.50	0 0.00	1 0.50
		Jesse Fausett	0 0.00	2 0.00	0 0.00	2 0.00
		Michael Ostrander	0 0.00	3 0.23	0 0.00	3 0.23
		<b>Assigned to Individual Total</b>	0 0.00	9 0.29	1 1.33	10 0.39
	Operations Production Control	Cal Brinton	0 0.00	11 0.03	0 0.00	11 0.03
		Christie Burnham	0 0.00	139 0.01	0 0.00	139 0.01

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## Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Operations Production Control	Duane Hardy	0 0.00	27 0.00	0 0.00	27 0.00
		<b>Assigned to Individual Total</b>	0 0.00	177 0.01	0 0.00	177 0.01
	PCHELPS Gmail	Chris Olson	0 0.00	3 0.00	0 0.00	3 0.00
		<b>Assigned to Individual Total</b>	0 0.00	3 0.00	0 0.00	3 0.00
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Barfuss	0 0.00	2 0.09	0 0.00	2 0.09
		Jeremy Standifird	0 0.00	12 0.07	0 0.00	12 0.07
		Jessica Purcell	0 0.00	24 0.00	0 0.00	24 0.00
		Paul Petersen	0 0.00	11 0.00	0 0.00	11 0.00
		Rod Montoya	0 0.00	34 0.19	0 0.00	34 0.19
		Ron LeBaron	0 0.00	3 0.59	0 0.00	3 0.59
		Todd Hardy	0 0.00	3 0.00	0 0.00	3 0.00
		Troy Morris	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	92 0.10	0 0.00	92 0.10

# Enterprise Incident Report November 2012

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## Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural North Desktop Support	Dane Smith	0 0.00	9 0.39	0 0.00	9 0.39
		Don Higgs	0 0.00	13 0.71	0 0.00	13 0.71
		Kelly Warren	0 0.00	1 0.00	0 0.00	1 0.00
		Kim Ratuszniak	0 0.00	20 0.10	0 0.00	20 0.10
		Neil Smedley	0 0.00	23 0.16	0 0.00	23 0.16
		Rodney Peterson	0 0.00	6 0.72	0 0.00	6 0.72
		Ruston McKay	0 0.00	26 0.00	0 0.00	26 0.00
		Ryan Casey	0 0.00	5 0.03	0 0.00	5 0.03
		Wayne Higgs	0 0.00	4 0.03	0 0.00	4 0.03
		<b>Assigned to Individual Total</b>	0 0.00	107 0.22	0 0.00	107 0.22
	Rural South Desktop Support	Dan Anthony	0 0.00	6 0.08	0 0.00	6 0.08
		Doug Chaston	0 0.00	5 0.00	0 0.00	5 0.00
		Doug Thornton	0 0.00	4 0.00	0 0.00	4 0.00
		Joel Finlinson	0 0.00	1 0.00	0 0.00	1 0.00

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## Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	Lance Nay	0 0.00	21 0.44	0 0.00	21 0.44
		Lane Adams	0 0.00	9 0.16	0 0.00	9 0.16
		Scott Jesienouski	0 0.00	10 0.02	0 0.00	10 0.02
		Silas Aitchison	0 0.00	6 0.01	0 0.00	6 0.01
		<b>Assigned to Individual Total</b>	0 0.00	62 0.18	0 0.00	62 0.18
	Strategic Communications	Kerry Williamson	0 0.00	1 0.14	0 0.00	1 0.14
		<b>Assigned to Individual Total</b>	0 0.00	1 0.14	0 0.00	1 0.14
	Technical Lead/Project Manager	Fred Schmidt	0 0.00	1 0.37	0 0.00	1 0.37
		John Stephenson	0 0.00	10 4.67	0 0.00	10 4.67
		Mark Lowe	0 0.00	2 3.05	0 0.00	2 3.05
		Mart Gardner	0 0.00	8 2.62	0 0.00	8 2.62
		Martin Gonzalez	0 0.00	1 77.48	0 0.00	1 77.48
		<b>Assigned to Individual Total</b>	0 0.00	22 6.89	0 0.00	22 6.89
	Voice Engineering	Julie Johnson	0 0.00	2 0.12	0 0.00	2 0.12



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## Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Voice Engineering	Assigned to Individual Total	0 0.00	2 0.12	0 0.00	2 0.12
	Voice Operations	Gail Christiansen	0 0.00	15 0.33	1 0.00	16 0.31
		James Gifford	0 0.00	7 0.39	0 0.00	7 0.39
		Julie Sabato	0 0.00	1 0.23	0 0.00	1 0.23
		Kelly Johnson	0 0.00	3 0.10	0 0.00	3 0.10
		Romanza Hamblin Sorensen	0 0.00	20 0.22	1 0.08	21 0.21
		Assigned to Individual Total	0 0.00	46 0.27	2 0.04	48 0.26
	Voice/Data/WAN Services	Greg Blessing	0 0.00	0 0.00	1 0.28	1 0.28
		Mike Johnson	0 0.00	2 0.37	0 0.00	2 0.37
		Spencer Blodgett	0 0.00	3 0.72	0 0.00	3 0.72
		Assigned to Individual Total	0 0.00	5 0.58	1 0.28	6 0.53
	Assigned Group Total		1 0.00	1,599 0.35	9 1.44	1,609 0.36
	Customer Company Total			1 0.00	1,599 0.35	9 1.44

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## Workforce Services

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Workforce Services	Application Services	Bart Purser	0 0	4 0	1 0	5 0
		Bill Felt	0 0	1 1	0 0	1 1
		Danielle Hood	0 0	8 5	3 3	11 8
		Dustin Crump	0 0	6 2	0 0	6 2
		Ken Ainge	0 0	3 1	0 0	3 1
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	25 11	4 3	29 14
	Application Support - CATS IV	Dawn Harris	0 0	1 1	0 0	1 1
		Robert Love	0 0	1 1	0 0	1 1

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## Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - CATS IV	<b>Assigned to Individual Total</b>	0	2	0	2
			0	2	0	2
	Application Support - Content Manager	Nate Olson	0	1	0	1
			0	0	0	0
		Randall Ottesen	0	3	0	3
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	4	0	4
			0	0	0	0
	Application Support - Data Warehouse	Drew Maxfield	0	1	0	1
			0	0	0	0
		Laurie Meriwether	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	2	0	2
			0	0	0	0
	Application Support - EREP Data Processing	David Moffitt	0	1	0	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	0	0	0
	Application Support - MyCase	Ilya Oyzerskiy	0	2	0	2
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	2	0	2
			0	0	0	0
	Application Support - Thin Client	Janis Race-Bigelow	0	6	0	6
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	6	0	6
			0	2	0	2
	Application Support - UWORKS	Eric Strong	0	9	0	9
			0	2	0	2

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## Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - UWORKS	Jeff Pryor	0 0	14 1	0 0	14 1
		Shane Otvos	0 0	38 4	0 0	38 4
		<b>Assigned to Individual Total</b>	0 0	61 7	0 0	61 7
	Application Support - Web Dev	Chad Thompson	0 0	4 0	0 0	4 0
		Dave Clark	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	7 0	0 0	7 0
	Application Support - WI Contracts	Brett Judd	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Robert Ryan	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	0 0	2 0
	Enterprise Security	Bobette Phillips	0 0	2 0	0 0	2 0
		Dan Cook	0 0	2 0	0 0	2 0
		Jed Johnson	0 0	2 2	0 0	2 2

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## Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Enterprise Security	Sharon Smith	0 0	5 2	0 0	5 2
		<b>Assigned to Individual Total</b>	0 0	11 4	0 0	11 4
	Help Desk	Brenda Treadway	0 0	24 0	0 0	24 0
		Eileen Dubach	0 0	7 1	0 0	7 1
		James Stearns	0 0	9 0	0 0	9 0
		Julie VanBeekum	0 0	12 0	0 0	12 0
		Vicky Marrelli	0 0	15 1	0 0	15 1
		<b>Assigned to Individual Total</b>	0 0	67 2	0 0	67 2
	Metro A Desktop Support	Adam Staks	0 0	21 0	0 0	21 0
		Austin Schultz	0 0	2 0	0 0	2 0
		Burton Brown	0 0	3 0	0 0	3 0
		Diane Pfeifer	0 0	3 0	0 0	3 0
		Eric A Sedgwick	0 0	17 0	0 0	17 0
		James Kammeyer	0 0	1 0	0 0	1 0

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## Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Kraig Ellis	0 0	19 1	0 0	19 1
		Michael Barth	0 0	19 0	0 0	19 0
		Mike Beynon	0 0	17 0	0 0	17 0
		Nancy Hachmeister	0 0	1 1	0 0	1 1
		Robert Wall	0 0	9 0	0 0	9 0
		Tracy VanderVaart	0 0	35 0	0 0	35 0
		<b>Assigned to Individual Total</b>	0 0	147 2	0 0	147 2
	Metro A Help Desk	Ed Conrad	0 0	258 2	0 0	258 2
		Edward Fortner	0 0	179 3	0 0	179 3
		Liz Evans	0 0	239 3	0 0	239 3
		<b>Assigned to Individual Total</b>	0 0	676 8	0 0	676 8
	Metro A Hosting	Keith Scholl	0 0	4 0	0 0	4 0
		Tom Carney	0 0	7 0	1 0	8 0
		<b>Assigned to Individual Total</b>	0 0	11 0	1 0	12 0

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## Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	0 0	1 0	0 0	1 0
		Austin Farey	0 0	1 0	0 0	1 0
		Cindy Reed	0 0	2 0	0 0	2 0
		Jay Locker	0 0	9 0	0 0	9 0
		Mike Sine	0 0	2 0	0 0	2 0
		Mike Wilde	0 0	12 0	0 0	12 0
		Sean Chadbourne	0 0	5 1	0 0	5 1
		Stephanie Young	0 0	5 0	0 0	5 0
		Tyler Pearce	0 0	3 1	0 0	3 1
		<b>Assigned to Individual Total</b>	0 0	40 2	0 0	40 2
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Todd Manning	0 0	2 0	0 0	2 0
		Val Shepherd	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0

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## Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro C Help Desk	Reed Stohel	0 0	2 0	0 0	2 0
		Ross Owen	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	4 0	0 0	4 0
	Metro C Hosting	Stuart Roundy	1 0	0 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	0 0	1 0
	Network Operations	Brian Chatwin	0 0	1 1	0 0	1 1
		Dave Bodily	0 0	1 0	1 1	2 1
		Jared Elzinga	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	1 1	0 0	1 1
		Jesse Fausett	0 0	2 0	0 0	2 0
		Michael Ostrander	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	9 2	1 1	10 3
	Operations Production Control	Cal Brinton	0 0	11 0	0 0	11 0
		Christie Burnham	0 0	139 0	0 0	139 0



# Enterprise Incident Report November 2012

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## Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Operations Production Control	Duane Hardy	0 0	27 0	0 0	27 0
		<b>Assigned to Individual Total</b>	0 0	177 0	0 0	177 0
	PCHELPS Gmail	Chris Olson	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	3 0	0 0	3 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	2 0	0 0	2 0
		Jeremy Standifird	0 0	12 0	0 0	12 0
		Jessica Purcell	0 0	24 0	0 0	24 0
		Paul Petersen	0 0	11 0	0 0	11 0
		Rod Montoya	0 0	34 1	0 0	34 1
		Ron LeBaron	0 0	3 0	0 0	3 0
		Todd Hardy	0 0	3 1	0 0	3 1
		Troy Morris	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	92 2	0 0	92 2

# Enterprise Incident Report November 2012

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## Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural North Desktop Support	Dane Smith	0 0	9 0	0 0	9 0
		Don Higgs	0 0	13 1	0 0	13 1
		Kelly Warren	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	20 0	0 0	20 0
		Neil Smedley	0 0	23 0	0 0	23 0
		Rodney Peterson	0 0	6 0	0 0	6 0
		Ruston McKay	0 0	26 1	0 0	26 1
		Ryan Casey	0 0	5 0	0 0	5 0
		Wayne Higgs	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	107 2	0 0	107 2
	Rural South Desktop Support	Dan Anthony	0 0	6 0	0 0	6 0
		Doug Chaston	0 0	5 0	0 0	5 0
		Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	1 0	0 0	1 0

# Enterprise Incident Report November 2012

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## Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Lance Nay	0 0	21 1	0 0	21 1
		Lane Adams	0 0	9 0	0 0	9 0
		Scott Jesienouski	0 0	10 0	0 0	10 0
		Silas Aitchison	0 0	6 0	0 0	6 0
		<b>Assigned to Individual Total</b>	0 0	62 1	0 0	62 1
	Strategic Communications	Kerry Williamson	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Fred Schmidt	0 0	1 0	0 0	1 0
		John Stephenson	0 0	10 3	0 0	10 3
		Mark Lowe	0 0	2 1	0 0	2 1
		Mart Gardner	0 0	8 1	0 0	8 1
		Martin Gonzalez	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	22 6	0 0	22 6
	Voice Engineering	Julie Johnson	0 0	2 1	0 0	2 1

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## Workforce Services

			High	Low	Medium	MR Total	
Workforce Services	Voice Engineering	Assigned to Individual Total	0 0	2 1	0 0	2 1	
	Voice Operations	Gail Christiansen	0 0	15 0	1 0	16 0	
		James Gifford	0 0	7 0	0 0	7 0	
		Julie Sabato	0 0	1 0	0 0	1 0	
		Kelly Johnson	0 0	3 0	0 0	3 0	
		Romanza Hamblin Sorensen	0 0	20 0	1 0	21 0	
		Assigned to Individual Total	0 0	46 0	2 0	48 0	
	Voice/Data/WAN Services	Greg Blessing	0 0	0 0	1 0	1 0	
		Mike Johnson	0 0	2 0	0 0	2 0	
		Spencer Blodgett	0 0	3 0	0 0	3 0	
		Assigned to Individual Total	0 0	5 0	1 0	6 0	
	Assigned Group Total		1 0	1,599 54	9 4	1,609 58	
	Customer Company Total			1 0	1,599 54	9 4	1,609 58

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## Workforce Services

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Workforce Services	Application Services	Bart Purser	0 0.00	4 2.28	1 0.00	5 1.52
		Bill Felt	0 0.00	1 10.08	0 0.00	1 10.08
		Danielle Hood	0 0.00	8 13.44	3 14.13	11 13.63
		Dustin Crump	0 0.00	6 12.09	0 0.00	6 12.09
		Ken Ainge	0 0.00	3 4.01	0 0.00	3 4.01
		Martin Gonzalez	0 0.00	1 2.52	0 0.00	1 2.52
		Paul Lundell	0 0.00	1 26.29	0 0.00	1 26.29
		Tony Larsen	0 0.00	1 31.55	0 0.00	1 31.55
		<b>Assigned to Individual Total</b>	0 0.00	25 11.61	4 10.59	29 11.46
	Application Support - CATS IV	Dawn Harris	0 0.00	1 213.65	0 0.00	1 213.65
		Robert Love	0 0.00	1 7.05	0 0.00	1 7.05

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## Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - CATS IV	<b>Assigned to Individual Total</b>	0 0.00	2 110.35	0 0.00	2 110.35
	Application Support - Content Manager	Nate Olson	0 0.00	1 1.86	0 0.00	1 1.86
		Randall Ottesen	0 0.00	3 0.72	0 0.00	3 0.72
		<b>Assigned to Individual Total</b>	0 0.00	4 1.00	0 0.00	4 1.00
	Application Support - Data Warehouse	Drew Maxfield	0 0.00	1 3.24	0 0.00	1 3.24
		Laurie Meriwether	0 0.00	1 0.74	0 0.00	1 0.74
		<b>Assigned to Individual Total</b>	0 0.00	2 1.99	0 0.00	2 1.99
	Application Support - EREP Data Processing	David Moffitt	0 0.00	1 0.75	0 0.00	1 0.75
		<b>Assigned to Individual Total</b>	0 0.00	1 0.75	0 0.00	1 0.75
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	2 2.23	0 0.00	2 2.23
		<b>Assigned to Individual Total</b>	0 0.00	2 2.23	0 0.00	2 2.23
	Application Support - Thin Client	Janis Race-Bigelow	0 0.00	6 9.02	0 0.00	6 9.02
		<b>Assigned to Individual Total</b>	0 0.00	6 9.02	0 0.00	6 9.02
	Application Support - UWORKS	Eric Strong	0 0.00	9 3.08	0 0.00	9 3.08

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## Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - UWORKS	Jeff Pryor	0 0.00	14 3.15	0 0.00	14 3.15
		Shane Otvos	0 0.00	38 2.59	0 0.00	38 2.59
		<b>Assigned to Individual Total</b>	0 0.00	61 2.79	0 0.00	61 2.79
	Application Support - Web Dev	Chad Thompson	0 0.00	4 1.18	0 0.00	4 1.18
		Dave Clark	0 0.00	3 1.81	0 0.00	3 1.81
		<b>Assigned to Individual Total</b>	0 0.00	7 1.45	0 0.00	7 1.45
	Application Support - WI Contracts	Brett Judd	0 0.00	1 3.33	0 0.00	1 3.33
		<b>Assigned to Individual Total</b>	0 0.00	1 3.33	0 0.00	1 3.33
	Campus Networking	David Sedei	0 0.00	1 0.35	0 0.00	1 0.35
		Robert Ryan	0 0.00	1 0.44	0 0.00	1 0.44
		<b>Assigned to Individual Total</b>	0 0.00	2 0.39	0 0.00	2 0.39
	Enterprise Security	Bobette Phillips	0 0.00	2 1.16	0 0.00	2 1.16
		Dan Cook	0 0.00	2 3.72	0 0.00	2 3.72
		Jed Johnson	0 0.00	2 9.89	0 0.00	2 9.89

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## Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Enterprise Security	Sharon Smith	0 0.00	5 6.27	0 0.00	5 6.27
		<b>Assigned to Individual Total</b>	0 0.00	11 5.53	0 0.00	11 5.53
	Help Desk	Brenda Treadway	0 0.00	24 0.93	0 0.00	24 0.93
		Eileen Dubach	0 0.00	7 1.38	0 0.00	7 1.38
		James Stearns	0 0.00	9 0.09	0 0.00	9 0.09
		Julie VanBeekum	0 0.00	12 1.25	0 0.00	12 1.25
		Vicky Marrelli	0 0.00	15 0.60	0 0.00	15 0.60
		<b>Assigned to Individual Total</b>	0 0.00	67 0.84	0 0.00	67 0.84
	Metro A Desktop Support	Adam Staks	0 0.00	21 0.26	0 0.00	21 0.26
		Austin Schultz	0 0.00	2 0.96	0 0.00	2 0.96
		Burton Brown	0 0.00	3 0.05	0 0.00	3 0.05
		Diane Pfeifer	0 0.00	3 0.16	0 0.00	3 0.16
		Eric A Sedgwick	0 0.00	17 0.20	0 0.00	17 0.20
		James Kammeyer	0 0.00	1 0.23	0 0.00	1 0.23



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## Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Kraig Ellis	0 0.00	19 0.69	0 0.00	19 0.69
		Michael Barth	0 0.00	19 0.25	0 0.00	19 0.25
		Mike Beynon	0 0.00	17 0.16	0 0.00	17 0.16
		Nancy Hachmeister	0 0.00	1 6.86	0 0.00	1 6.86
		Robert Wall	0 0.00	9 0.14	0 0.00	9 0.14
		Tracy VanderVaart	0 0.00	35 0.16	0 0.00	35 0.16
		<b>Assigned to Individual Total</b>	0 0.00	147 0.31	0 0.00	147 0.31
	Metro A Help Desk	Ed Conrad	0 0.00	257 0.54	0 0.00	257 0.54
		Edward Fortner	0 0.00	179 0.54	0 0.00	179 0.54
		Liz Evans	0 0.00	239 0.44	0 0.00	239 0.44
		<b>Assigned to Individual Total</b>	0 0.00	675 0.50	0 0.00	675 0.50
	Metro A Hosting	Keith Scholl	0 0.00	4 0.22	0 0.00	4 0.22
		Tom Carney	0 0.00	7 0.69	1 0.36	8 0.65
		<b>Assigned to Individual Total</b>	0 0.00	11 0.52	1 0.36	12 0.50

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## Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	0 0.00	1 2.75	0 0.00	1 2.75
		Austin Farey	0 0.00	1 1.05	0 0.00	1 1.05
		Cindy Reed	0 0.00	2 0.85	0 0.00	2 0.85
		Jay Locker	0 0.00	9 1.83	0 0.00	9 1.83
		Mike Sine	0 0.00	2 0.26	0 0.00	2 0.26
		Mike Wilde	0 0.00	12 1.42	0 0.00	12 1.42
		Sean Chadbourne	0 0.00	5 2.94	0 0.00	5 2.94
		Stephanie Young	0 0.00	5 0.52	0 0.00	5 0.52
		Tyler Pearce	0 0.00	3 8.86	0 0.00	3 8.86
		<b>Assigned to Individual Total</b>	0 0.00	40 2.09	0 0.00	40 2.09
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Todd Manning	0 0.00	2 0.00	0 0.00	2 0.00
		Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	4 0.00	0 0.00	4 0.00

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## Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Ross Owen	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C Hosting	Stuart Roundy	1	0 0.00	0 0.00	1
		<b>Assigned to Individual Total</b>	1	0 0.00	0 0.00	1
	Network Operations	Brian Chatwin	0 0.00	1 69.21	0 0.00	1 69.21
		Dave Bodily	0 0.00	1 0.98	1 4.62	2 2.80
		Jared Elzinga	0 0.00	1 1.98	0 0.00	1 1.98
		Jeff Reed	0 0.00	1 7.09	0 0.00	1 7.09
		Jesse Fausett	0 0.00	2	0 0.00	2
		Michael Ostrander	0 0.00	3 1.14	0 0.00	3 1.14
		<b>Assigned to Individual Total</b>	0 0.00	9 11.81	1 4.62	10 10.91
	Operations Production Control	Cal Brinton	0 0.00	11 0.05	0 0.00	11 0.05
		Christie Burnham	0 0.00	139 0.02	0 0.00	139 0.02

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## Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Operations Production Control	Duane Hardy	0 0.00	27 0.02	0 0.00	27 0.02
		<b>Assigned to Individual Total</b>	0 0.00	177 0.02	0 0.00	177 0.02
	PCHELPS Gmail	Chris Olson	0 0.00	3 0.00	0 0.00	3 0.00
		<b>Assigned to Individual Total</b>	0 0.00	3 0.00	0 0.00	3 0.00
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 1.02	0 0.00	1 1.02
		Jay Barfuss	0 0.00	2 0.09	0 0.00	2 0.09
		Jeremy Standifird	0 0.00	12 1.84	0 0.00	12 1.84
		Jessica Purcell	0 0.00	24 0.01	0 0.00	24 0.01
		Paul Petersen	0 0.00	11 3.29	0 0.00	11 3.29
		Rod Montoya	0 0.00	34 0.35	0 0.00	34 0.35
		Ron LeBaron	0 0.00	3 0.59	0 0.00	3 0.59
		Todd Hardy	0 0.00	3 3.88	0 0.00	3 3.88
		Troy Morris	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	92 0.95	0 0.00	92 0.95

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## Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural North Desktop Support	Dane Smith	0 0.00	9 0.50	0 0.00	9 0.50
		Don Higgs	0 0.00	13 2.12	0 0.00	13 2.12
		Kelly Warren	0 0.00	1 0.00	0 0.00	1 0.00
		Kim Ratuszniak	0 0.00	20 0.12	0 0.00	20 0.12
		Neil Smedley	0 0.00	23 0.52	0 0.00	23 0.52
		Rodney Peterson	0 0.00	6 0.72	0 0.00	6 0.72
		Ruston McKay	0 0.00	26 0.35	0 0.00	26 0.35
		Ryan Casey	0 0.00	5 0.85	0 0.00	5 0.85
		Wayne Higgs	0 0.00	4 1.43	0 0.00	4 1.43
		<b>Assigned to Individual Total</b>	0 0.00	107 0.64	0 0.00	107 0.64
	Rural South Desktop Support	Dan Anthony	0 0.00	6 0.08	0 0.00	6 0.08
		Doug Chaston	0 0.00	5 0.16	0 0.00	5 0.16
		Doug Thornton	0 0.00	4 0.00	0 0.00	4 0.00
		Joel Finlinson	0 0.00	1 0.00	0 0.00	1 0.00

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## Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	Lance Nay	0 0.00	21 0.51	0 0.00	21 0.51
		Lane Adams	0 0.00	9 0.99	0 0.00	9 0.99
		Scott Jesienouski	0 0.00	10 0.20	0 0.00	10 0.20
		Silas Aitchison	0 0.00	6 0.16	0 0.00	6 0.16
		<b>Assigned to Individual Total</b>	0 0.00	62 0.40	0 0.00	62 0.40
	Strategic Communications	Kerry Williamson	0 0.00	1 0.14	0 0.00	1 0.14
		<b>Assigned to Individual Total</b>	0 0.00	1 0.14	0 0.00	1 0.14
	Technical Lead/Project Manager	Fred Schmidt	0 0.00	1 2.18	0 0.00	1 2.18
		John Stephenson	0 0.00	10 6.31	0 0.00	10 6.31
		Mark Lowe	0 0.00	2 5.89	0 0.00	2 5.89
		Mart Gardner	0 0.00	8 4.11	0 0.00	8 4.11
		Martin Gonzalez	0 0.00	1 77.49	0 0.00	1 77.49
		<b>Assigned to Individual Total</b>	0 0.00	22 8.52	0 0.00	22 8.52
	Voice Engineering	Julie Johnson	0 0.00	2 3.66	0 0.00	2 3.66

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## Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Voice Engineering	Assigned to Individual Total	0 0.00	2 3.66	0 0.00	2 3.66
	Voice Operations	Gail Christiansen	0 0.00	15 1.01	1 0.00	16 0.95
		James Gifford	0 0.00	7 1.72	0 0.00	7 1.72
		Julie Sabato	0 0.00	1 4.18	0 0.00	1 4.18
		Kelly Johnson	0 0.00	3 0.51	0 0.00	3 0.51
		Romanza Hamblin Sorensen	0 0.00	20 0.78	1 0.25	21 0.76
		Assigned to Individual Total	0 0.00	46 1.06	2 0.12	48 1.02
	Voice/Data/WAN Services	Greg Blessing	0 0.00	0 0.00	1 0.48	1 0.48
		Mike Johnson	0 0.00	2 1.17	0 0.00	2 1.17
		Spencer Blodgett	0 0.00	3 2.34	0 0.00	3 2.34
		Assigned to Individual Total	0 0.00	5 1.87	1 0.48	6 1.64
	Assigned Group Total		1	1,598 1.20	9 5.34	1,608 1.22
	Customer Company Total			1	1,598 1.20	9 5.34

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## Workforce Services

### Detail

<b>INC000000579433</b>	Jay Hafen	Application	Error	None		TIR Missed: No	0.37
	Technical Lead/Project Manager	Fred Schmidt	Workforce Services	Low	Closed	TTR Missed: No	2.18
<b>INC000000581415</b>	Lauryn Miller	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000581424</b>	Shirley Hilton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000582112</b>	Brandon Street	None	None	None		TIR Missed: Yes	8.76
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: Yes	10.30
<b>INC000000594533</b>	Doug Lusty	Application	None	None		TIR Missed: No	0.00
	Application Support - CATS IV	Dawn Harris	Workforce Services	Low	Resolved	TTR Missed: Yes	213.65
<b>INC000000598704</b>	Brandt Revell	Network	Performance	None		TIR Missed: No	0.50
	Network Operations	Jeff Reed	Workforce Services	Low	Closed	TTR Missed: Yes	7.09
<b>INC000000599009</b>	Phay Panh	None	None	None		TIR Missed: No	0.24
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000599390</b>	Lorri Economy	Telecom	Feature	None		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	2.93
<b>INC000000599569</b>	Darren Rogers	None	None	None		TIR Missed: No	0.29
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000599724</b>	Marion Davis	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000599778</b>	Laneth Hang	None	None	None		TIR Missed: No	0.64
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.34
<b>INC000000599919</b>	Nicola Stark	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	2.18
<b>INC000000600036</b>	Ruth Warby	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000600038</b>	Trish West	None	None	None		TIR Missed: No	0.00
	Application Support - Data Warehot	Drew Maxfield	Workforce Services	Low	Closed	TTR Missed: No	3.24
<b>INC000000600057</b>	Karen Quackenbush	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000600167</b>	Nicola Stark	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.15



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## Workforce Services

<b>INC000000600184</b>	Connie Shearwood	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000600385</b>	Sheryl Nisely	Application	Reporting	Novell GroupWise		TIR Missed: Yes	4.35
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	5.72
<b>INC000000600607</b>	James Whitaker	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.84
<b>INC000000600630</b>	Heather Simonson	Telecom	Area Code	Telephone		TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.17
<b>INC000000600858</b>	Carol Thornhill	None	None	None		TIR Missed: No	0.07
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000600887</b>	Gloria Bock	None	None	None		TIR Missed: No	0.38
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000600955</b>	Darren Rogers	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000601081</b>	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.18
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.02
<b>INC000000601150</b>	Sarah Pickard	Network	Error	Internet Explorer		TIR Missed: Yes	1.33
	Network Operations	Dave Bodily	Workforce Services	Medium	Closed	TTR Missed: Yes	4.62
<b>INC000000601154</b>	Cindy Bertagnolli	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000601204</b>	Amira Mijic	Telecom	Dial Tone	Telephone		TIR Missed: No	0.28
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Medium	Closed	TTR Missed: No	0.48
<b>INC000000601217</b>	Neil Rollins	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000601256</b>	Jimmy Smith	None	None	None		TIR Missed: No	0.10
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000601345</b>	Clayton Cederlof	None	None	None		TIR Missed: No	0.61
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.61
<b>INC000000601438</b>	Thomas Vu	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000601441</b>	Karen Quackenbush	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000601444</b>	Tiffany Whitney	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000601447</b>	William Greer Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000601448</b>	Jolie Bevers Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601449</b>	Marlene Seedall Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000601453</b>	Marlene Seedall Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601458</b>	Siosiana Naupoto Metro A Desktop Support	Application Michael Barth	Error Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601460</b>	Ryan Rock Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601471</b>	Scott Jensen Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601474</b>	Rebecca Weston Application Services	Application Bart Purser	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601484</b>	Jimmy Smith Metro A Desktop Support	None Burton Brown	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601485</b>	Teri Brinkerhoff Network Operations	Network Michael Ostrander	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
<b>INC000000601493</b>	Jimmy Smith Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601500</b>	Jimmy Smith Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601502</b>	Michael McCluskey Metro A Help Desk	None Ed Conrad	None Workforce Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.15
<b>INC000000601511</b>	Lauren Barker Rural South Desktop Support	PC/Laptop Lance Nay	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601513</b>	Deo Sharma Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000601523</b>	Lori Mair Application Support - Data Warehot	None Laurie Meriwether	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.74 0.74
<b>INC000000601524</b>	Galina Greer Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Workforce Services

<b>INC000000601554</b>	Andy Platt	Application	Error	Capture Express	TIR Missed: No	0.04
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	0.49
<b>INC000000601567</b>	John Cone	Network	Performance	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.10
<b>INC000000601576</b>	Norma Jurado	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.38
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.38
<b>INC000000601577</b>	June Bradfield	Network	Performance	None	TIR Missed: No	0.45
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.54
<b>INC000000601599</b>	Lora Braden	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000601603</b>	Reanna Yates	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000601604</b>	Jarom Castleton	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.06
<b>INC000000601608</b>	Lindsey Johnson	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.17
<b>INC000000601614</b>	Shannon Anderson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000601618</b>	Sarah Pickard	Network	Performance	None	TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low Closed	TTR Missed: No	0.35
<b>INC000000601623</b>	Jane Burt	Network	Performance	None	TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low Closed	TTR Missed: Yes	69.21
<b>INC000000601638</b>	Shane ODell	Network	Performance	None	TIR Missed: No	0.00
	Network Operations	Jesse Fausett	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000601641</b>	Brodie Panter	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000601649</b>	Tiffany Chojnowski	Network	Performance	None	TIR Missed: No	0.00
	Network Operations	Jesse Fausett	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000601651</b>	Brittney Hemingway	PC/Laptop	None	None	TIR Missed: No	0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.12
<b>INC000000601658</b>	Rachael Stewart	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000601681</b>	Sylvia Pineda	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.08

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## Workforce Services

<b>INC000000601682</b>	Rhonda Wilkinson Metro A Help Desk	Application Liz Evans	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.33
<b>INC000000601688</b>	Kathy Link Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601723</b>	Gloria Bock Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
<b>INC000000601729</b>	Michelle Slaughter Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000601737</b>	DeAnn Caussyn Help Desk	Application Vicky Marrelli	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.26 1.04
<b>INC000000601738</b>	Amanda Leyba Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601743</b>	Nate Palmer Application Support - Web Dev	None Chad Thompson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.30 0.30
<b>INC000000601758</b>	Edwinna Kaio Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.69
<b>INC000000601790</b>	Dave Wright Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.19
<b>INC000000601794</b>	Connie Shearwood Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601812</b>	Anna Larson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Java Platform SE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
<b>INC000000601821</b>	James Mitchell Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.84
<b>INC000000601845</b>	Rachael Stewart Metro A Help Desk	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.06
<b>INC000000601847</b>	Nikita Gonnuscio Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000601850</b>	Karen Quackenbush Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.41
<b>INC000000601851</b>	Ruth Dominguez Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.40
<b>INC000000601869</b>	Tim Davies Application Support - Web Dev	Application Dave Clark	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	0.26 0.61

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## Workforce Services

<b>INC000000601873</b>	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000601874</b>	Jonathan Simmons	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000601880</b>	Tracy Harris-Belnap	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000601909</b>	Brad V Bailey	PC/Laptop	Hardware	None		TIR Missed: Yes	2.45
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	2.45
<b>INC000000601922</b>	Jake Gaston	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000601932</b>	Jaynee Kimber	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000601939</b>	Osman Ahmed	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000601943</b>	Kristi Beckstead	Network	Error	None		TIR Missed: No	0.20
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000601955</b>	Cindy Adams	Telecom	Feature	Telephone		TIR Missed: No	0.26
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Closed	TTR Missed: No	1.85
<b>INC000000601970</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000601976</b>	Kris Springer	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000601978</b>	Sean Glenn	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.83
<b>INC000000602000</b>	Mitch Romo	None	None	None		TIR Missed: No	0.36
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000602006</b>	Cheryl Bakker	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000602010</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602018</b>	Patsy Fraley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602051</b>	Doris Robinson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000602068</b>	Patsy Fraley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602075</b>	Samantha Bowers	Application	Reporting	Novell GroupWise		TIR Missed: No	0.28
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000602076</b>	Ashley White	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602102</b>	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602103</b>	Teresa Banks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602104</b>	Dale Ownby	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602105</b>	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602106</b>	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602122</b>	Karen Quackenbush	Server	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000602127</b>	Jolie Bevers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602129</b>	Yalonda House	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602151</b>	Doris Robinson	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000602168</b>	Ryan Budge	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000602169</b>	Heather M Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602172</b>	Tasiaefe Mapu-Sandoval	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602182</b>	Quinn Christensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602196</b>	Tom Turley	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.14

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<b>INC000000602226</b>	Darren Rogers	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000602232</b>	Vanessa Washington	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000602238</b>	Nicole Butkovich	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602239</b>	Amber Hadley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000602242</b>	Kris Springer	Telecom	Voice Mail	None		TIR Missed: Yes	1.01
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	2.13
<b>INC000000602245</b>	Linn Gentry	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000602257</b>	Nanette Ward	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000602259</b>	Stephanie Lemmon	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000602262</b>	Mohamed Ahmed	None	None	None		TIR Missed: No	0.55
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.80
<b>INC000000602265</b>	Jessica Staker	None	None	Gmail		TIR Missed: Yes	1.07
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	2.13
<b>INC000000602285</b>	Leah Ly	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.98
<b>INC000000602291</b>	Gerald Brown	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000602318</b>	Helen Sawyer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000602319</b>	Rebecca Farnsworth	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000602320</b>	David Monge	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602355</b>	Cindy Adams	Telecom	Call Management	Telephone		TIR Missed: No	0.12
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	1.34
<b>INC000000602363</b>	Julio Carrillo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.20
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.20

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<b>INC000000602368</b>	Norma Jurado	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602396</b>	Kris Springer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.37
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000602431</b>	Barbara Bloomfield	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.49
<b>INC000000602481</b>	Eddie Richmond	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602482</b>	William Campbell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602485</b>	Cheryl Bakker	Application	Error	Content Manager		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602506</b>	Joe Edman	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000602510</b>	Tim Olson	Application	Error	OpenOffice.org		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000602593</b>	Greg Paras	None	None	None		TIR Missed: Yes	10.91
	Application Services	Danielle Hood	Workforce Services	Medium	Closed	TTR Missed: Yes	11.13
<b>INC000000602675</b>	Marlene Seedall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602682</b>	Heather Simonson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000602683</b>	Kalani Huber	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Medium	Closed	TTR Missed: No	0.00
<b>INC000000602684</b>	Sandy Flores	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000602689</b>	Stephen Manzione	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000602692</b>	Jane Burt	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000602697</b>	Sheryl Benton	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000602699</b>	Peggy Barton	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	



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## Workforce Services

<b>INC000000602701</b>	Charleen Neff Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602702</b>	Maritza Rojas-Erickson Metro A Help Desk	Network Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602705</b>	Paula Johns Help Desk	Network Brenda Treadway	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602706</b>	Becky Williams Metro A Help Desk	Network Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602708</b>	Donna Robles Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602709</b>	Desiree Jones Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602711</b>	Randi Carter Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602712</b>	Lori Jacobazzi Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602713</b>	Rebecca Weston Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602714</b>	Carrie Papworth Help Desk	Network Brenda Treadway	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602715</b>	Randilee Mcfarland Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602716</b>	Pam Larsen Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602718</b>	Diane Zylks Metro A Help Desk	Network Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602719</b>	Lonny Marchbanks Metro A Help Desk	Network Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602723</b>	Kari L Allen Metro A Help Desk	Network Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602724</b>	Shelly Riggs Application Services	Network Bart Purser	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602728</b>	Rebecca Murdock Metro A Help Desk	Network Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00

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## Workforce Services

<b>INC000000602729</b>	Jana Nell Metro A Help Desk	Network Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602730</b>	Sheila Fry Application Services	Network Bart Purser	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602732</b>	Trudi B Nelson Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000602738</b>	Betty Betham Metro A Help Desk	Network Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602739</b>	Jodie Gallegos Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000602745</b>	Katie Lee Metro A Help Desk	Application Edward Fortner	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000602750</b>	Nazanin Nourmohammadi Metro A Help Desk	Application Ed Conrad	None Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000602755</b>	Karen Quackenbush Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000602760</b>	Peggy Killian Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.12
<b>INC000000602765</b>	Janet Gale Metro A Help Desk	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000602770</b>	Phuc Nguyen Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.30
<b>INC000000602774</b>	Dave Brown Metro C Hosting	None Stuart Roundy	None Workforce Services	None High	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000602784</b>	Katherine Smith Help Desk	Application Vicky Marrelli	Password Workforce Services	Contribute Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000602786</b>	Kathy Bounous Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.28
<b>INC000000602796</b>	Tim Olson Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000602801</b>	Victor Layton Rural North Desktop Support	Network Neil Smedley	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.40
<b>INC000000602807</b>	Veronica Comandone Metro A Help Desk	Application Liz Evans	Password Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.11

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## Workforce Services

<b>INC000000602817</b>	Stacey Joos	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.94
<b>INC000000602821</b>	Katherine Smith	Mobile Devices	Error	Droid		TIR Missed: No	0.12
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000602824</b>	Michelle Steele	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.56
<b>INC000000602833</b>	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000602843</b>	Raymond Caldwell	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low	Closed	TTR Missed: No	1.15
<b>INC000000602850</b>	Faye Hubbard	Telecom	Feature	Telephone		TIR Missed: No	0.29
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	1.54
<b>INC000000602862</b>	Dave Brown	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602872</b>	Sherry Bird	None	None	None		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	4.56
<b>INC000000602875</b>	Alyshia Jenkins	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.06
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000602891</b>	Jonathan Parrish	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.66
<b>INC000000602894</b>	Gregory Bates	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602899</b>	Lydia Alley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000602900</b>	Tiffany Chojnowski	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000602909</b>	Kasandra Asay	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602913</b>	Leah Ly	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000602917</b>	LeAnn Hatfield	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602918</b>	Tamra Tyler	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.02

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## Workforce Services

<b>INC000000602924</b>	Barbara Garcia	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000602927</b>	Isaac Collard	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	2.75
<b>INC000000602942</b>	Peggy Killian	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602955</b>	Annie Granger	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.46
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.46
<b>INC000000602982</b>	Kasandra Asay	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000602988</b>	Patrea Faulkner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000602996</b>	Heather Sawley	Telecom	Feature	None		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000603004</b>	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603005</b>	Jeanne Moore	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000603007</b>	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603028</b>	Nancy Sanders	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603036</b>	Gilda Castillo	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000603041</b>	Patrick Sandoval	Application	Error	None		TIR Missed: No	0.06
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000603042</b>	Michelle Slaughter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603043</b>	Mike Cook	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000603047</b>	Jan Thompson	Application	Password	Utah Master Directory		TIR Missed: No	0.10
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000603061</b>	Terrie Bouck	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

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## Workforce Services

<b>INC000000603063</b>	Dean Godfrey	Network	Error	Novell eDirectory	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	0.39
<b>INC000000603090</b>	Sharen Welsh	None	None	None	TIR Missed: Yes	4.47
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	4.47
<b>INC000000603093</b>	Gary Reid	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603094</b>	Gary Reid	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603095</b>	Gary Reid	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603098</b>	Gary Reid	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603103</b>	Cindy Adams	None	None	None	TIR Missed: No	0.00
	Voice Engineering	Julie Johnson	Workforce Services	Low Closed	TTR Missed: Yes	7.08
<b>INC000000603107</b>	Kris Bradley	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.86
<b>INC000000603112</b>	Bhushan Bharathan	Network	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.15
<b>INC000000603115</b>	James Mitchell	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.14
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	3.28
<b>INC000000603121</b>	Patrea Faulkner	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.08
<b>INC000000603135</b>	Michelle Slaughter	Application	Error	Content Manager	TIR Missed: No	0.22
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Closed	TTR Missed: No	0.39
<b>INC000000603138</b>	Ryan Budge	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.61
<b>INC000000603147</b>	Gary Reid	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603149</b>	Gary Reid	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603152</b>	Gary Reid	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603154</b>	Brent Fife	Application	Error	Microsoft Office	TIR Missed: No	0.76
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.76

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## Workforce Services

<b>INC000000603155</b>	Brent Fife	None	None	Microsoft Office 2003 Professior	TIR Missed: No	0.20
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Closed	TTR Missed: No	0.20
<b>INC000000603171</b>	Dixie Baughman	Application	Error	Content Manager	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.32
<b>INC000000603174</b>	Devin Hill	Application	Reporting	Avaya IP Softphone	TIR Missed: No	0.22
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.50
<b>INC000000603181</b>	Abel Macias	Telecom	Call/Receive	Telephone	TIR Missed: No	0.86
	Voice Operations	Gail Christiansen	Workforce Services	Low Closed	TTR Missed: No	0.86
<b>INC000000603183</b>	Melinda Adams	None	None	None	TIR Missed: Yes	1.25
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low Closed	TTR Missed: No	1.25
<b>INC000000603185</b>	Melinda Hawker	Application	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	2.37
<b>INC000000603190</b>	Zenaida Martinez	None	None	None	TIR Missed: No	0.44
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	0.44
<b>INC000000603206</b>	June Bradfield	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000603209</b>	Carol Lowman	Application	Reporting	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.25
<b>INC000000603215</b>	Jeff Webster	None	None	None	TIR Missed: No	0.20
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.20
<b>INC000000603222</b>	Gloria Bock	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.10
<b>INC000000603227</b>	Sarah Lu	None	None	None	TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.09
<b>INC000000603234</b>	Bhushan Bharathan	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603255</b>	Cheryl Bakker	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000603258</b>	Cindy Bertagnolli	Telecom	Call/Receive	None	TIR Missed: No	0.44
	Voice Operations	Gail Christiansen	Workforce Services	Low Closed	TTR Missed: No	1.35
<b>INC000000603260</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603264</b>	Krzysztof Barchanski	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	

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## Workforce Services

<b>INC000000603271</b>	Sheryl Featherstone	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.12
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.20
<b>INC000000603291</b>	Mike Cook	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603296</b>	Mohamud Ahmed	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.19
<b>INC000000603306</b>	Nancy Sanders	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603308</b>	Dave Brown	Network	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603309</b>	Brent Newren	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.11
	Application Services	Dustin Crump	Workforce Services	Low Closed	TTR Missed: No	0.50
<b>INC000000603312</b>	Ray Burningham	Application	Error	Utah Works	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603313</b>	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603321</b>	Tricia Longest	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603330</b>	Tiffany Hagen	Network	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.05
<b>INC000000603353</b>	Shelly Ivie	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000603356</b>	Jacoy Richens	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603364</b>	Norman Nakamura	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.13
<b>INC000000603376</b>	Jeff Olinger	None	None	None	TIR Missed: No	0.48
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Closed	TTR Missed: No	0.48
<b>INC000000603378</b>	Connie Shearwood	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000603391</b>	Robyn Thomas	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	1.73
<b>INC000000603395</b>	Wendy Horne	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.03

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## Workforce Services

<b>INC000000603399</b>	Kenny Hicken	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603401</b>	Kenny Hicken	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603405</b>	Phil Gilmore	None	None	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: Yes	9.08
<b>INC000000603408</b>	Brian Richards	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603416</b>	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603420</b>	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603422</b>	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603430</b>	Debbie Westbroek	None	None	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603452</b>	Stephanie Trappett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603454</b>	Gilda Castillo	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603469</b>	Scott Jensen	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603486</b>	Patrick Concepcion	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603500</b>	Nazanin Nourmohammadi	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.69
<b>INC000000603520</b>	Tiffany Whitney	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603527</b>	Kaylee Ashdown	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.74
<b>INC000000603528</b>	Mary Ann Keefer	PC/Laptop	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.16
<b>INC000000603535</b>	Rebecca Pittman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00



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## Workforce Services

<b>INC000000603543</b>	Sara Hudgins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000603550</b>	Sanobi Johnson	Application	None	Internet Explorer		TIR Missed: No	0.24
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.21
<b>INC000000603560</b>	Alyson Grant	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000603581</b>	Heidi Jameson	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000603620</b>	Phil Gilmore	None	None	None		TIR Missed: No	0.43
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.46
<b>INC000000603627</b>	Heather Sawley	None	None	None		TIR Missed: No	0.14
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000603629</b>	Laurel Morris	None	None	None		TIR Missed: No	0.35
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000603631</b>	Agnes Lomu	None	None	None		TIR Missed: No	0.43
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.46
<b>INC000000603651</b>	Betty Betham	Application	Error	Utah Works		TIR Missed: No	0.12
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: Yes	7.19
<b>INC000000603657</b>	Michelle Slaughter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603659</b>	Kathy Hayden	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.10
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000603667</b>	Luis Gatica	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603677</b>	John Olson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000603683</b>	Trish West	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603686</b>	Scott G Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000603700</b>	Brent Newren	Application	Error	None		TIR Missed: No	0.15
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000603704</b>	Olga Matviyenko	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.60

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## Workforce Services

<b>INC000000603796</b>	Lori Newren	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603797</b>	Gordon J Heaps	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603818</b>	Rachael Licciardone	Application	None	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.33
<b>INC000000603824</b>	Jimmy Smith	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000603836</b>	Melinda Adams	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.38
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	2.72
<b>INC000000603839</b>	Karen Quackenbush	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.33
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.95
<b>INC000000603849</b>	Faye Hubbard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.66
<b>INC000000603862</b>	James Stavros	Network	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.44
<b>INC000000603865</b>	Neil Rollins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000603867</b>	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603873</b>	Randilee Spencer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603874</b>	Randilee Spencer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603878</b>	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603879</b>	Andrea Henderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000603881</b>	Muris Prses	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603888</b>	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603902</b>	Jacson Maughan	None	None	None		TIR Missed: No	0.40
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.40

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## Workforce Services

<b>INC000000603906</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603909</b>	Rosie Bills	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000603916</b>	Kim-Ngan Lam	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000603920</b>	Cherice Bridges	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603921</b>	Darren Rogers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603931</b>	Luis Gatica	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603940</b>	Gordon J Heaps	None	None	None		TIR Missed: No	0.93
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.93
<b>INC000000603948</b>	Carie Burnham	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000603955</b>	Olga Matviyenko	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.57
<b>INC000000603962</b>	Tiffany Hagen	Print/Copy/Scan/Fax	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000603964</b>	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603973</b>	Susan Etzel	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000603975</b>	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000603980</b>	Gerald Gappmayer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	1.45
<b>INC000000603992</b>	Reyna Romero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604012</b>	Debra Mace	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: Yes	6.08
<b>INC000000604020</b>	Luis Gatica	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.42

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## Workforce Services

<b>INC000000604031</b>	Ruth Dominguez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.96
<b>INC000000604043</b>	Deborah Servis	Network	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000604076</b>	Cindy Bertagnolli	Telecom	Call/Receive	None		TIR Missed: No	0.28
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000604079</b>	Amy Rindlisbacher	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000604166</b>	Melissa Daymont	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604180</b>	Michelle Bristol	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604215</b>	Randilee Spencer	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	4.12
<b>INC000000604238</b>	Darren Rogers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604242</b>	Cassy Hahn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604243</b>	Vickie Olsen	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	3.85
<b>INC000000604253</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604255</b>	Josie Clark	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.61
<b>INC000000604256</b>	Matthew Stratton	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000604264</b>	Samantha Bowers	Application	Error	Gmail		TIR Missed: Yes	2.86
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	2.89
<b>INC000000604268</b>	Chris Kunej	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000604278</b>	Anne Gilbert	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000604280</b>	Jared Price	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11

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## Workforce Services

<b>INC000000604290</b>	Rebecca Banner Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000604313</b>	Galina Greer Metro A Help Desk	Application Ed Conrad	None Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
<b>INC000000604320</b>	Ben Stalling Metro B Desktop Support	PC/Laptop Jay Locker	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 4.84
<b>INC000000604321</b>	Dawn Nelson Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000604338</b>	Jason Allcott Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.41
<b>INC000000604379</b>	Lori Newren Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000604384</b>	Cassy Hahn Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.02
<b>INC000000604390</b>	Angela Madsen Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.16
<b>INC000000604391</b>	Jesi Wasden Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.15
<b>INC000000604405</b>	Carl Downing Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.12
<b>INC000000604407</b>	Josh Mordecai Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000604444</b>	Jeff Webster Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000604455</b>	Laura Carter Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.83
<b>INC000000604468</b>	David Wright Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
<b>INC000000604483</b>	June Conn-Solomon Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.39
<b>INC000000604496</b>	Teresa Swensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000604503</b>	Ashley Baker Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.45 1.25

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## Workforce Services

<b>INC000000604504</b>	Deni Swanger	Application	None	None		TIR Missed: No	0.09
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000604508</b>	Troy Evans	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604517</b>	Lindsey Mattinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000604533</b>	Sally J Critchlow	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604535</b>	Kasandra Asay	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604538</b>	Justin Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604539</b>	Vickie Tiley	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604540</b>	Justin Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604541</b>	Justin Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604543</b>	Angela Murphy	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604547</b>	Perry Colette	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604554</b>	Justin Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604556</b>	Justin Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604579</b>	Karen Quackenbush	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.81
<b>INC000000604600</b>	Gordon J Heaps	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604603</b>	Zachary Whitwell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604604</b>	June Bradfield	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05

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## Workforce Services

<b>INC000000604611</b>	Cassy Hahn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000604635</b>	Shawna Werner	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.97
<b>INC000000604639</b>	Dyanna Butterworth	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604642</b>	Leigh Page	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000604670</b>	Hsa Kpaw	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000604694</b>	Carol Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604700</b>	Kayleen Hansen	Application	Error	SAP Frontend		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.66
<b>INC000000604701</b>	Jessica Staker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.16
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000604703</b>	Chris Kynaston	Application	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	4.57
<b>INC000000604704</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604708</b>	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604716</b>	Melissa Romero-McKean	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604721</b>	Melissa Romero-McKean	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604725</b>	Melissa Romero-McKean	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604729</b>	Terrie Bouck	Application	Error	Google Chrome		TIR Missed: No	0.10
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000604763</b>	Milton Olsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604768</b>	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.00

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<b>INC000000604810</b>	Wayne Brickey	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000604813</b>	Tracy Barrera	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604816</b>	Barbara Hollister	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604817</b>	Shirley Meyers	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604821</b>	Kathy Jensen	Application	Password	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000604823</b>	Lonny Marchbanks	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604830</b>	Stacey Joos	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000604832</b>	Debra Joan Norton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604843</b>	Kim-Ngan Lam	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604845</b>	Debra Joan Norton	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604881</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604896</b>	Michelle Viertel	PC/Laptop	Virus	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000604908</b>	Cassandra Pickle	None	None	None		TIR Missed: No	0.25
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000604911</b>	Tina Rincon	Telecom	Voice Mail	Telephone		TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000604912</b>	Edna Razo	Telecom	Voice Mail	Telephone		TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.51
<b>INC000000604920</b>	Kathy Lahey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000604921</b>	Shontelle White	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00



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## Workforce Services

<b>INC000000604966</b>	Angi Nielsen	None	None	None		TIR Missed: No	0.48
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000604967</b>	Michael Hanley	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000604984</b>	Christi Seger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000604985</b>	Gary Williams	None	None	None		TIR Missed: No	0.22
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	7.13
<b>INC000000604996</b>	Debbie Torres	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605018</b>	Kristi Manseau	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	5.72
<b>INC000000605020</b>	Christine Mayne	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000605026</b>	Leann Robinson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000605028</b>	Shontelle White	PC/Laptop	Password	None		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000605029</b>	Christine Mayne	None	None	None		TIR Missed: No	0.10
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000605045</b>	Sheryl Featherstone	Application	Password	PGP		TIR Missed: No	0.10
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000605050</b>	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605066</b>	Katherine Abel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605067</b>	Amber Jackson	PC/Laptop	Hardware	None		TIR Missed: No	0.06
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: No	0.49
<b>INC000000605071</b>	Kathryn Morrow	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000605073</b>	Faye Hubbard	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605082</b>	Leyla Escobar	Application	Error	Microsoft Windows XP Professio		TIR Missed: Yes	1.17
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	1.32

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## Workforce Services

<b>INC000000605098</b>	Brenda Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605107</b>	Terri Waters	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.73
<b>INC000000605116</b>	Keshab Adhikari	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000605126</b>	Christine Mayne	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000605132</b>	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605133</b>	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605134</b>	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605135</b>	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605138</b>	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605141</b>	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605185</b>	Tom Olsen	Application	None	Gmail		TIR Missed: No	0.09
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000605206</b>	Leann Robinson	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000605221</b>	Edwin Camacho	None	None	None		TIR Missed: Yes	1.77
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	1.77
<b>INC000000605267</b>	Brooke Coster	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000605271</b>	Andrea McClure	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000605275</b>	Happi Hansen	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000605290</b>	Rebecca Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000605297</b>	Bryan Call	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.61
<b>INC000000605300</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605302</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605303</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605304</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605308</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605320</b>	Sharla Anderson	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	2.18
<b>INC000000605322</b>	Laura Carter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605325</b>	Diane Hunter	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.79
<b>INC000000605336</b>	Ron Wilkey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605344</b>	Gerald Gappmayer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605346</b>	Shelley Esplin	Telecom	Call/Receive	Telephone		TIR Missed: No	0.15
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.76
<b>INC000000605351</b>	Sally J Critchlow	None	None	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605356</b>	Steven Opager	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605359</b>	Cecilia Shimanek	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000605363</b>	Rachael Lancaster	Telecom	Call Management	Telephone		TIR Missed: No	0.05
	Voice Operations	James Gifford	Workforce Services	Low	Closed	TTR Missed: No	1.92
<b>INC000000605372</b>	Guadalupe Porras	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.46

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## Workforce Services

<b>INC000000605385</b>	Eric Faulkner	Network	Error	Novell eDirectory	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	1.31
<b>INC000000605389</b>	Jill Black	None	None	None	TIR Missed: No	0.09
	Rural North Desktop Support	Dane Smith	Workforce Services	Low Closed	TTR Missed: No	0.09
<b>INC000000605391</b>	Trudi B Nelson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.23
<b>INC000000605409</b>	Becky Chambers	None	None	None	TIR Missed: No	0.93
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low Closed	TTR Missed: No	0.93
<b>INC000000605434</b>	David Wright	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605493</b>	Nikki Holt	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605515</b>	Dave Wright	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.16
<b>INC000000605521</b>	Julio Carrillo	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.17
<b>INC000000605522</b>	Roman Rubalcava	PC/Laptop	Error	DWS Web	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.24
<b>INC000000605526</b>	Penney Chipp	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.16
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	1.53
<b>INC000000605527</b>	Paul Garoppo	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.17
<b>INC000000605537</b>	Toni Jex	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.09
<b>INC000000605563</b>	Kevin Kehr	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605580</b>	Heidi Knopp	None	None	None	TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low Closed	TTR Missed: No	0.98
<b>INC000000605584</b>	Jared Chamberlain	Network	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.71
<b>INC000000605587</b>	Katherine Pace	Telecom	Voice Mail	Telephone	TIR Missed: No	0.27
	Voice Operations	James Gifford	Workforce Services	Low Closed	TTR Missed: No	0.44
<b>INC000000605591</b>	Katherine Pace	Telecom	Voice Mail	Telephone	TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low Closed	TTR Missed: No	1.35

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## Workforce Services

<b>INC000000605602</b>	Alyshia Jenkins	Application	None	Novell GroupWise	TIR Missed: Yes	2.45
	Application Services	Martin Gonzalez	Workforce Services	Low Closed	TTR Missed: No	2.52
<b>INC000000605605</b>	Marjorie Barker	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.15
<b>INC000000605617</b>	Maugasola Tua	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	1.69
<b>INC000000605621</b>	Carol Lowman	Telecom	Call/Receive	Telephone	TIR Missed: No	0.35
	Voice Operations	Gail Christiansen	Workforce Services	Low Closed	TTR Missed: No	1.72
<b>INC000000605632</b>	Marie Higgins	None	None	None	TIR Missed: No	0.58
	Rural North Desktop Support	Dane Smith	Workforce Services	Low Closed	TTR Missed: No	0.58
<b>INC000000605633</b>	Jill Black	None	None	None	TIR Missed: No	0.55
	Rural North Desktop Support	Dane Smith	Workforce Services	Low Closed	TTR Missed: No	0.55
<b>INC000000605639</b>	Karin Allen	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000605647</b>	Crecia Baker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.10
<b>INC000000605651</b>	Rosie Bills	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.10
<b>INC000000605659</b>	Kathryn Neibert	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000605660</b>	Rochele Jackson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000605671</b>	Becky Chambers	None	None	None	TIR Missed: No	0.89
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Closed	TTR Missed: Yes	6.86
<b>INC000000605683</b>	Brenda Martin	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.25
<b>INC000000605701</b>	Debbie Sheldon	Application	Error	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	2.26
<b>INC000000605713</b>	Cory Casaril	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000605715</b>	Sharon Lowe	PC/Laptop	Password	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605746</b>	Lora Braden	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.32

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## Workforce Services

<b>INC000000605750</b>	Ashley Baker	Application	None	Kofax ImageControls	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low Closed	TTR Missed: No	0.70
<b>INC000000605760</b>	Terry MacFarlane	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	1.10
<b>INC000000605780</b>	Timothy Budd	Application	None	Gmail	TIR Missed: No	0.25
	Application Services	Danielle Hood	Workforce Services	Low Closed	TTR Missed: No	3.22
<b>INC000000605797</b>	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605818</b>	Linda Larsen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.19
<b>INC000000605839</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605847</b>	Becky Chambers	PC/Laptop	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.08
<b>INC000000605852</b>	Reese Cooper	None	None	None	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low Closed	TTR Missed: No	0.93
<b>INC000000605877</b>	Michelle Slaughter	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605888</b>	Faye Hubbard	Telecom	Call/Receive	None	TIR Missed: No	0.35
	Voice Operations	James Gifford	Workforce Services	Low Closed	TTR Missed: No	0.35
<b>INC000000605892</b>	Janae Parker	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605894</b>	Janae Parker	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605895</b>	Janae Parker	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605896</b>	Janae Parker	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605897</b>	Janae Parker	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000605907</b>	Ruby Blank	None	None	None	TIR Missed: No	0.31
	Network Operations	Michael Ostrander	Workforce Services	Low Closed	TTR Missed: No	0.68
<b>INC000000605926</b>	Ruby Blank	None	None	None	TIR Missed: No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000605934</b>	Stacie Tonks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606264</b>	Alyssia Minaya	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606281</b>	Edith Te'o	None	None	None		TIR Missed: No	0.00
	Technical Lead/Project Manager	John Stephenson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606301</b>	Angel Grossaint	None	None	None		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Workforce Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000606322</b>	Stacy Neal	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606323</b>	April Larsen	Application	Password	Utah Master Directory		TIR Missed: No	0.17
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.89
<b>INC000000606328</b>	Alla Zilbershteyn	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Workforce Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000606331</b>	Rachana Keo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606351</b>	Gail Reidling	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606353</b>	Candice Goodwin	Application	Password	Utah Master Directory		TIR Missed: No	0.21
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000606354</b>	Lora Braden	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000606371</b>	Pamela Werner	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606375</b>	Nancy Sanders	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Sine	Workforce Services	Low	Resolved	TTR Missed: No	0.21
<b>INC000000606376</b>	Vilma Flores	Application	Error	Mozilla Firefox		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606380</b>	Candace Rockwell	None	None	None		TIR Missed: No	0.00
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	0.75
<b>INC000000606384</b>	Stacy Stenovich	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606386</b>	Karen A Williams	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	4.05

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## Workforce Services

<b>INC000000606388</b>	Jill Turner	Application	Error	Utah Works		TIR Missed: No	0.10
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	9.00
<b>INC000000606400</b>	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Technical Lead/Project Manager	John Stephenson	Workforce Services	Low	Closed	TTR Missed: No	0.78
<b>INC000000606404</b>	Jennika Sheldon	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	John Stephenson	Workforce Services	Low	Resolved	TTR Missed: No	1.21
<b>INC000000606407</b>	Margie Mohler	None	None	None		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Workforce Services	Low	Closed	TTR Missed: No	3.78
<b>INC000000606408</b>	Christi Seger	Application	Password	Utah Master Directory		TIR Missed: No	0.57
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.57
<b>INC000000606409</b>	Shasta Rebol	Application	Password	Utah Master Directory		TIR Missed: No	0.69
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.69
<b>INC000000606420</b>	Molly Wengreen	Application	Password	Utah Master Directory		TIR Missed: Yes	1.01
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	1.01
<b>INC000000606430</b>	Jackie Dalton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606436</b>	Jody Carlson	Application	Password	Utah Master Directory		TIR Missed: Yes	1.03
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	1.03
<b>INC000000606437</b>	Samantha Bowers	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	John Stephenson	Workforce Services	Low	Closed	TTR Missed: Yes	9.00
<b>INC000000606448</b>	Jackie Dalton	None	None	None		TIR Missed: No	0.43
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	4.66
<b>INC000000606459</b>	Sanobi Johnson	Application	None	Gmail		TIR Missed: No	0.19
	Technical Lead/Project Manager	Mart Gardner	Workforce Services	Low	Closed	TTR Missed: No	3.69
<b>INC000000606468</b>	Jean Fisher	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606482</b>	Quinten Klingonsmith	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000606487</b>	Roberta Ivankovich	Application	Reporting	Internet Explorer		TIR Missed: No	0.10
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000606493</b>	Terrie Bouck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606501</b>	Dorothy Williams	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18



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## Workforce Services

<b>INC000000606504</b>	Lori Montague	Application	Reporting	Gmail		TIR Missed: No	0.00
Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000606531</b>	Muris Prses	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000606536</b>	Debra Nordfelt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18	
<b>INC000000606548</b>	LaDawn Rivera	None	None	None		TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000606562</b>	Brittany Jones	Application	Password	Gmail		TIR Missed: No	0.21
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.21	
<b>INC000000606569</b>	Lisa Lynn	None	None	None		TIR Missed: No	0.29
Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Closed	TTR Missed: No	0.29	
<b>INC000000606570</b>	Neil Stevens	Application	Error	Gmail		TIR Missed: Yes	2.16
Enterprise Security	Dan Cook	Workforce Services	Low	Closed	TTR Missed: No	3.68	
<b>INC000000606572</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.24
Campus Networking	Robert Ryan	Workforce Services	Low	Resolved	TTR Missed: No	0.44	
<b>INC000000606578</b>	Marles Oldroyd	Network	Password	Active Directory		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22	
<b>INC000000606584</b>	Tonette Shurtz	Application	Password	Utah Master Directory		TIR Missed: No	0.87
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	1.57	
<b>INC000000606587</b>	Helen Hitimana	Application	Password	Gmail		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000606607</b>	Jeff Godfrey	Application	Error	DWS Web		TIR Missed: No	0.08
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	3.90	
<b>INC000000606609</b>	Kathy Lahey	Application	Password	Utah Master Directory		TIR Missed: Yes	1.46
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	1.51	
<b>INC000000606625</b>	Amanda Leyba	Application	Password	Utah Master Directory		TIR Missed: Yes	2.68
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	2.68	
<b>INC000000606629</b>	Sepa Taula	PC/Laptop	Hardware	None		TIR Missed: No	0.17
Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.83	
<b>INC000000606637</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.92	
<b>INC000000606655</b>	Galina Greer	Application	Password	Utah Master Directory		TIR Missed: Yes	2.22
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	2.22	

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## Workforce Services

<b>INC000000606658</b>	Cindy Adams	Telecom	Dial Tone	Telephone		TIR Missed: No	0.29
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000606660</b>	Helen Hitimana	Application	Error	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	1.73
<b>INC000000606692</b>	Sergio Bernabeu	Application	Password	Gmail		TIR Missed: No	0.03
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000606693</b>	John Cone	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606735</b>	Cheryl Karren	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606746</b>	Lela King	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606752</b>	Phay Panh	Application	None	Gmail		TIR Missed: Yes	77.48
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	77.49
<b>INC000000606757</b>	Pamela Werner	Application	Password	Gmail		TIR Missed: No	0.15
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000606762</b>	Cindy Bertagnolli	Application	Error	Gmail		TIR Missed: No	0.00
	Enterprise Security	Sharon Smith	Workforce Services	Low	Closed	TTR Missed: No	3.53
<b>INC000000606766</b>	Forest Turner	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000606767</b>	Cindy Bertagnolli	Application	Error	Gmail		TIR Missed: No	0.00
	Enterprise Security	Sharon Smith	Workforce Services	Low	Closed	TTR Missed: No	3.60
<b>INC000000606770</b>	Carol Lowman	Network	Incident	None		TIR Missed: Yes	1.40
	Network Operations	Jared Elzinga	Workforce Services	Low	Closed	TTR Missed: No	1.98
<b>INC000000606772</b>	Danielle Clark	Application	Password	Utah Master Directory		TIR Missed: Yes	1.49
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	1.49
<b>INC000000606777</b>	Danielle Clark	Application	Password	Utah Master Directory		TIR Missed: Yes	1.46
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	1.46
<b>INC000000606817</b>	Muris Prses	None	None	None		TIR Missed: Yes	7.17
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Resolved	TTR Missed: Yes	11.01
<b>INC000000606839</b>	Gerald Gappmayer	Software	Application	Gmail		TIR Missed: No	0.12
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000606856</b>	Levi Jones	Application	Reporting	Utah Works		TIR Missed: No	0.89
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.66

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## Workforce Services

<b>INC000000606863</b>	Galina Greer Metro B Desktop Support	Application Mike Wilde	Password Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.06 2.88
<b>INC000000606869</b>	Jenny Hansen Metro A Help Desk	Application Edward Fortner	Password Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.26 0.26
<b>INC000000606878</b>	Jonathan Parrish Metro A Help Desk	Application Edward Fortner	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.22
<b>INC000000606882</b>	Candace Rockwell Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606885</b>	Connie Perry Rural Central Desktop Support	Network Jay Barfuss	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.18
<b>INC000000606919</b>	Joan Norton Rural South Desktop Support	Application Doug Chaston	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000606935</b>	Sanobi Johnson Metro A Help Desk	Application Liz Evans	Error Workforce Services	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	0.42 0.42
<b>INC000000606939</b>	Tammy M Cole Metro A Help Desk	Application Edward Fortner	None Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.04
<b>INC000000606966</b>	Sepa Taula Metro A Help Desk	None Liz Evans	None Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.20
<b>INC000000606980</b>	Candace Rockwell Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.13
<b>INC000000606996</b>	Sara Hudgins Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	2.70 2.70
<b>INC000000606997</b>	Sandy Flores Metro B Desktop Support	Application Jay Locker	Error Workforce Services	IPCC Express Low	Closed	TIR Missed: No TTR Missed: No	0.07 2.03
<b>INC000000607055</b>	THOMAS MESSENGER Metro A Help Desk	Application Edward Fortner	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.21
<b>INC000000607072</b>	Yvette Woodland Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000607075</b>	Michele White-Milgate Help Desk	Application James Stearns	Password Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000607092</b>	Bradley Salmond Metro A Desktop Support	PC/Laptop Eric A Sedgwick	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.08
<b>INC000000607095</b>	Tracie Spears Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Workforce Services

<b>INC000000607097</b>	Michele White-Milgate	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607098</b>	Molly Morehouse	Application	Reporting	None		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000607108</b>	Barbara Garcia	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000607111</b>	Erin Cockerham	Application	None	Gmail		TIR Missed: No	0.00
	PCHELPS Gmail	Chris Olson	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000607113</b>	Jayme Day	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000607118</b>	Rebecca Banner	PC/Laptop	Error	None		TIR Missed: No	0.05
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000607122</b>	Barbara Garcia	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607134</b>	Kaylee Ashdown	Application	Password	Gmail		TIR Missed: Yes	3.94
	Enterprise Security	Sharon Smith	Workforce Services	Low	Closed	TTR Missed: No	5.15
<b>INC000000607135</b>	Patrea Faulkner	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607136</b>	Bradley Salmond	Application	None	Gmail		TIR Missed: No	0.04
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000607144</b>	Kris Springer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.66
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low	Closed	TTR Missed: No	0.77
<b>INC000000607159</b>	Timothy Budd	Application	Password	Gmail		TIR Missed: No	0.16
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000607163</b>	Galina Greer	Application	Password	Gmail		TIR Missed: No	0.54
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.97
<b>INC000000607178</b>	Michele White-Milgate	Application	Error	Gmail		TIR Missed: No	0.53
	Application Services	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: No	4.02
<b>INC000000607200</b>	Connie Dumas	None	None	None		TIR Missed: Yes	1.73
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: Yes	9.14
<b>INC000000607228</b>	Melissa Daymont	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607259</b>	Junie Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.73

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## Workforce Services

<b>INC000000607279</b>	Janet Gale	Application	Error	Mycases		TIR Missed: No	0.54
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000607292</b>	Mary Ann Keefer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607295</b>	Connie Dumas	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000607296</b>	Andy Mathis	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000607299</b>	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000607310</b>	Maren Stevens	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000607330</b>	Trevor Cole	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000607350</b>	Tina Dunyon	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000607370</b>	Rosie Bills	None	None	None		TIR Missed: No	0.13
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.57
<b>INC000000607376</b>	William Tenney	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607379</b>	Karin Allen	Application	Password	Utah Master Directory		TIR Missed: Yes	2.66
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	3.28
<b>INC000000607382</b>	Bonnie Johnson	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000607386</b>	Karin Allen	Application	Password	Utah Master Directory		TIR Missed: Yes	2.63
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	3.41
<b>INC000000607409</b>	Elaine Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607423</b>	Gordon Snow	Application	Error	Gmail		TIR Missed: Yes	1.43
	Enterprise Security	Dan Cook	Workforce Services	Low	Closed	TTR Missed: No	3.75
<b>INC000000607429</b>	Natalie Knudson	Application	Password	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000607452</b>	Samantha Bowers	Application	None	Gmail		TIR Missed: Yes	1.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	1.10

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## Workforce Services

<b>INC000000607465</b>	Robin Herrera	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000607476</b>	Jackie Dalton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607487</b>	Debra Nordfelt	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000607516</b>	Toni Sierra	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	0.87
<b>INC000000607517</b>	Brenda Jensen	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: Yes	1.75
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.76
<b>INC000000607523</b>	Robin Herrera	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	3.38
<b>INC000000607526</b>	Lani Nisbet	None	None	Gmail		TIR Missed: No	0.78
	Technical Lead/Project Manager	John Stephenson	Workforce Services	Low	Closed	TTR Missed: No	2.56
<b>INC000000607534</b>	Sara Stoffers	Network	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	2.39
<b>INC000000607536</b>	Lynn Purdin	Application	Error	Gmail		TIR Missed: Yes	10.10
	Enterprise Security	Sharon Smith	Workforce Services	Low	Closed	TTR Missed: Yes	10.24
<b>INC000000607542</b>	Janeal Dugmore	Application	None	Utah Works		TIR Missed: Yes	1.69
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.08
<b>INC000000607544</b>	Thomas Longmore	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607567</b>	Thomas Longmore	None	None	None		TIR Missed: Yes	1.26
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	2.48
<b>INC000000607569</b>	Ruth Dominguez	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000607594</b>	John Cone	Application	Error	Gmail		TIR Missed: No	0.23
	Application Services	Ken Ainge	Workforce Services	Low	Closed	TTR Missed: No	0.76
<b>INC000000607602</b>	Sarka Dever	Application	Reporting	Gmail		TIR Missed: No	0.59
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.59
<b>INC000000607608</b>	Cassidy Carter	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000607613</b>	Dean Godfrey	Application	Password	Gmail		TIR Missed: Yes	1.19
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.19

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## Workforce Services

<b>INC000000607626</b>	Rachel Gleason	None	None	Gmail		TIR Missed: No	0.27
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000607630</b>	Joanie Alvarez	None	None	Gmail		TIR Missed: No	0.23
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000607632</b>	Tawnia Page	Application	None	Gmail		TIR Missed: Yes	1.79
	Technical Lead/Project Manager	John Stephenson	Workforce Services	Low	Resolved	TTR Missed: No	1.79
<b>INC000000607635</b>	Jo Jacobsen	None	None	Gmail		TIR Missed: No	0.21
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000607649</b>	Todd Bauerle	Application	Error	Gmail		TIR Missed: No	0.02
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.94
<b>INC000000607655</b>	Lori Mair	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607659</b>	Ruth Warby	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607661</b>	Brady Olsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607671</b>	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607674</b>	Lela King	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607678</b>	Mary Zorn	Application	Password	Utah Master Directory		TIR Missed: Yes	1.42
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	1.43
<b>INC000000607680</b>	Judianne Collins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607682</b>	Lauren Barker	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607684</b>	Cindy Adams	None	None	None		TIR Missed: No	0.04
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000607688</b>	Timothy Budd	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000607691</b>	Jacoy Richens	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607696</b>	Becky Thacker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000607701</b>	Connie Shearwood	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607713</b>	Mary Conder	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607735</b>	Carolyn Davis	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607745</b>	Phay Panh	Application	Error	Gmail		TIR Missed: Yes	34.52
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: Yes	36.78
<b>INC000000607747</b>	Chris Holman	Application	Password	Utah Master Directory		TIR Missed: Yes	1.09
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	1.09
<b>INC000000607751</b>	Jolie Bevers	None	None	None		TIR Missed: No	0.55
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.55
<b>INC000000607755</b>	Robert Gilbert	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607774</b>	Eileen Rivera	Application	Password	Gmail		TIR Missed: No	0.28
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000607781</b>	Wendy Burton	Application	Error	Utah Works		TIR Missed: No	0.12
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.30
<b>INC000000607807</b>	Connie Dumas	None	None	Gmail		TIR Missed: No	0.79
	Technical Lead/Project Manager	John Stephenson	Workforce Services	Low	Resolved	TTR Missed: No	0.79
<b>INC000000607826</b>	Paula Johns	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607845</b>	Betty J Cox	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000607864</b>	Jayme Day	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607884</b>	Marina Hilton	Telecom	Feature	Telephone		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000607885</b>	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Enterprise Security	Sharon Smith	Workforce Services	Low	Closed	TTR Missed: Yes	8.80
<b>INC000000607900</b>	Zenaida Martinez	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000607901</b>	Jackie Christensen	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00



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## Workforce Services

<b>INC000000607906</b>	Michael Barnes	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607909</b>	Jill Black	None	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607912</b>	Lonny Marchbanks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607917</b>	Julie Beagley	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607918</b>	Tamie Turcasso	Application	Error	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607933</b>	Cory Pearson	None	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Mart Gardner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000607935</b>	Thomas Paul	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000607948</b>	Jeff Godfrey	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607951</b>	Lonny Marchbanks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000607970</b>	Grazyna Janeczko	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608009</b>	Jonathan Parrish	Application	Error	Content Manager		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608014</b>	Jeff Godfrey	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608017</b>	Dave Laycock	None	None	Gmail		TIR Missed: Yes	11.50
	Technical Lead/Project Manager	John Stephenson	Workforce Services	Low	Resolved	TTR Missed: Yes	12.80
<b>INC000000608057</b>	Sharla Anderson	Application	Password	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608067</b>	Dean Godfrey	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: Yes	6.09
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	15.65
<b>INC000000608120</b>	Anna Larson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608127</b>	Doris Robinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000608139</b>	Clarence McBride	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000608146</b>	Susan Kirby	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000608154</b>	Lauren Barker	None	None	None	TIR Missed: No	0.00
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low Closed	TTR Missed: No	3.90
<b>INC000000608159</b>	Janet Gale	Application	Error	Gmail	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000608176</b>	Darren Rogers	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000608178</b>	Lori Mair	Telecom	Dial Tone	Telephone	TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Workforce Services	Medium Closed	TTR Missed: No	0.00
<b>INC000000608184</b>	Samantha Bowers	None	None	None	TIR Missed: No	0.00
	Technical Lead/Project Manager	John Stephenson	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000608191</b>	Jackie Bryant	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.01
<b>INC000000608197</b>	Joanne Nunes	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000608198</b>	Brenda Pierce	Application	Password	Utah Master Directory	TIR Missed: No	0.16
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.16
<b>INC000000608205</b>	Stephanie Trappett	Application	Password	Gmail	TIR Missed: No	0.06
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low Closed	TTR Missed: No	0.13
<b>INC000000608207</b>	Brian Prettyman	Application	None	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.05
<b>INC000000608211</b>	Sandra Davis	None	None	Gmail	TIR Missed: No	0.12
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: Yes	18.35
<b>INC000000608216</b>	Edna Sanchez	None	None	Gmail	TIR Missed: No	0.09
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	0.14
<b>INC000000608221</b>	Kim Hathaway	None	None	None	TIR Missed: No	0.05
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.13
<b>INC000000608225</b>	Jenny Jensen	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low Resolved	TTR Missed: No	0.06
<b>INC000000608295</b>	Patrea Faulkner	Application	Password	Utah Master Directory	TIR Missed: Yes	1.04
	Help Desk	Brenda Treadway	Workforce Services	Low Closed	TTR Missed: No	1.98

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## Workforce Services

<b>INC000000608304</b>	Vint DeGraw	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000608308</b>	Norma Pech-Rousin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608320</b>	Timothy Budd	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000608338</b>	Lisa Osborn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000608345</b>	Monty Peart	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000608352</b>	Lisa Osborn	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000608355</b>	Levi Jones	Application	None	Utah Works		TIR Missed: No	0.13
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	2.18
<b>INC000000608367</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608377</b>	Jeff Shockley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608382</b>	Devin Shipp	Network	Password	Gmail		TIR Missed: No	0.22
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000608394</b>	Rick Brenkmann	Telecom	Call/Receive	Telephone		TIR Missed: No	0.53
	Voice Operations	James Gifford	Workforce Services	Low	Resolved	TTR Missed: No	0.89
<b>INC000000608460</b>	Gloria Bock	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	5.08
<b>INC000000608461</b>	Karen Quackenbush	Telecom	Feature	None		TIR Missed: No	0.90
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	5.77
<b>INC000000608499</b>	Annette Golom	Application	Error	Gmail		TIR Missed: No	0.26
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000608522</b>	Norma Pech-Rousin	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608536</b>	Lara Rudloff	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000608539</b>	Lara Rudloff	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.20

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## Workforce Services

<b>INC000000608547</b>	Amber Jackson	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608550</b>	Chris Holman	Application	None	Internet Explorer		TIR Missed: No	0.28
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.93
<b>INC000000608577</b>	Cassandra Pickle	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000608626</b>	Brenda Jensen	Telecom	Call/Receive	Telephone		TIR Missed: No	0.09
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.90
<b>INC000000608632</b>	Wendi Jo Knighton	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608643</b>	Faye Hubbard	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	1.57
<b>INC000000608647</b>	Lani Nisbet	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000608657</b>	Earl Thompson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000608693</b>	Lani Nisbet	PC/Laptop	None	Gmail		TIR Missed: No	0.03
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000608730</b>	Lida Khoshal	Application	Error	Gmail		TIR Missed: Yes	14.78
	Technical Lead/Project Manager	Mart Gardner	Workforce Services	Low	Resolved	TTR Missed: Yes	18.54
<b>INC000000608754</b>	Linda Wallentine	None	None	Gmail		TIR Missed: No	0.46
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Resolved	TTR Missed: Yes	26.12
<b>INC000000608771</b>	Siupeli Vainuku	Application	Password	BlueZone		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.87
<b>INC000000608780</b>	Natalie Alejandre	None	None	None		TIR Missed: No	0.86
	Application Support - WI Contracts	Brett Judd	Workforce Services	Low	Closed	TTR Missed: No	3.33
<b>INC000000608789</b>	Ioana Tooala	Application	Password	Utah Master Directory		TIR Missed: No	0.87
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.87
<b>INC000000608791</b>	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608793</b>	Lani Nisbet	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000608801</b>	Connie Dumas	None	None	Gmail		TIR Missed: Yes	31.87
	Technical Lead/Project Manager	John Stephenson	Workforce Services	Low	Resolved	TTR Missed: Yes	34.15

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## Workforce Services

<b>INC000000608834</b>	Brenda Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608839</b>	Anna Rodriguez	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Application Services	Bill Felt	Workforce Services	Low	Closed	TTR Missed: Yes	10.08
<b>INC000000608851</b>	Kaylee Ashdown	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000608885</b>	Clarence McBride	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608910</b>	Michele White-Milgate	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000608915</b>	Benjamin Hart	None	None	None		TIR Missed: No	0.43
	Enterprise Security	Jed Johnson	Workforce Services	Low	Closed	TTR Missed: Yes	11.82
<b>INC000000608927</b>	Reanna Yates	Telecom	Feature	None		TIR Missed: No	0.17
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000608936</b>	Connie Shearwood	Telecom	Dial Tone	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000608947</b>	Jessica Staker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608963</b>	Terrie Bouck	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000608972</b>	Wayne Fillmore	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608991</b>	Cynthia McDaniel	Application	None	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000608999</b>	Kari Marty	Application	Error	Gmail		TIR Missed: Yes	30.51
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: Yes	30.51
<b>INC000000609006</b>	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609017</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609027</b>	Jerry Norton	None	None	None		TIR Missed: No	0.49
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.18
<b>INC000000609048</b>	Jennifer Buonocore	None	None	Gmail		TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07

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## Workforce Services

<b>INC000000609099</b>	Dan Hooten	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609104</b>	David Blackhurst	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000609109</b>	Laurina Schouten	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000609123</b>	Nikki Holt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609128</b>	Kathy Link	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000609134</b>	Launi Milligan	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000609164</b>	Becky Coats	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: Yes	29.26
<b>INC000000609200</b>	Teresa Fulton	Application	Error	Gmail		TIR Missed: No	0.23
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000609201</b>	Tajana Fejic	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Closed	TTR Missed: No	1.44
<b>INC000000609204</b>	Katherine Smith	None	None	None		TIR Missed: No	0.18
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: Yes	37.17
<b>INC000000609242</b>	Chris Frederickson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609260</b>	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609301</b>	Carrie Peterson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609302</b>	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609306</b>	Justin Fowers	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609328</b>	Robert Goodwin	Application	Password	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000609407</b>	Jody McMillan	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000609408</b>	Laurel Morris	Application	Password	Utah Master Directory	TIR Missed: Yes	3.82
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	3.82
<b>INC000000609410</b>	Jennifer Cunningham	None	None	None	TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low Resolved	TTR Missed: Yes	31.55
<b>INC000000609418</b>	Erin Hathaway	Application	Reporting	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000609422</b>	Steven Vorasane	None	None	None	TIR Missed: No	0.42
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	0.42
<b>INC000000609424</b>	Norene Webster	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000609441</b>	Jody McMillan	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000609443</b>	Marie Higgins	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: Yes	11.00
<b>INC000000609444</b>	Kari Marty	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000609446</b>	Cassy Hahn	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
<b>INC000000609449</b>	Cassy Hahn	Application	Error	Gmail	TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low Resolved	TTR Missed: Yes	16.93
<b>INC000000609451</b>	Angela A Hansen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000609478</b>	Paula Rigby	Application	Error	Gmail	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Closed	TTR Missed: No	0.24
<b>INC000000609480</b>	Kathy Wendel	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000609482</b>	Sharla Anderson	Application	Error	Gmail	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low Closed	TTR Missed: Yes	8.01
<b>INC000000609484</b>	Brenda Brown	Application	Error	DWS Web	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.50
<b>INC000000609502</b>	Alyshia Jenkins	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000609503</b>	Doug Lusty	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.04

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## Workforce Services

<b>INC000000609507</b>	Connie Smith	Application	None	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	4.28
<b>INC000000609515</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609569</b>	Mark Schultz	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Medium	Closed	TTR Missed: No	0.25
<b>INC000000609574</b>	Michelle Beebe	Application	Error	Gmail		TIR Missed: Yes	4.96
	Technical Lead/Project Manager	Mark Lowe	Workforce Services	Low	Closed	TTR Missed: No	5.31
<b>INC000000609602</b>	Sharla Anderson	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.31
<b>INC000000609614</b>	Timothy Budd	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609619</b>	Art Fracchia	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000609629</b>	Elaine Montoya	Application	Error	Gmail		TIR Missed: Yes	26.29
	Application Services	Paul Lundell	Workforce Services	Low	Resolved	TTR Missed: Yes	26.29
<b>INC000000609641</b>	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000609646</b>	Gloria Bock	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	1.73
<b>INC000000609689</b>	Ryan Hale	None	None	Gmail		TIR Missed: No	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000609692</b>	Jennifer Domenici	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000609739</b>	Helen Hadad	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609744</b>	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000609824</b>	Diane Hunter	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.85
<b>INC000000609828</b>	Kimberly Telford	None	None	None		TIR Missed: No	0.07
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.04
<b>INC000000609886</b>	Christi Seger	None	None	None		TIR Missed: No	0.67
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.41



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## Workforce Services

<b>INC000000609897</b>	Heidi Jameson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
<b>INC000000609902</b>	Jon Romero Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000609903</b>	Jon Romero Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000609908</b>	Brian Thatcher Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.11 1.19
<b>INC000000609924</b>	Cheryl Bakker Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.97
<b>INC000000609934</b>	Faye Hubbard Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.55 3.28
<b>INC000000609942</b>	Kaylee Ashdown Application Support - Thin Client	None Janis Race-Bigelow	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 3.97
<b>INC000000609946</b>	Debbie Lyberger Metro A Hosting	Application Tom Carney	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.88
<b>INC000000609957</b>	Kenny Hicken Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.45
<b>INC000000609961</b>	Bret Pope Rural Central Desktop Support	PC/Laptop Paul Petersen	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000609967</b>	Debbie Torres Metro A Help Desk	Print/Copy/Scan/Fax Liz Evans	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610024</b>	Helen Thatcher Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.83
<b>INC000000610028</b>	Jeff Webster Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610034</b>	Rebecca Ntshalintshali Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.06
<b>INC000000610044</b>	Susan Kolthoff Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610046</b>	Susan Kolthoff Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610052</b>	Krzysztof Barchanski Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.47 0.47

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## Workforce Services

<b>INC000000610065</b>	Reanna Yates	Telecom	Hardware	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000610067</b>	Larry Sparks	None	None	None		TIR Missed: No	0.25
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000610089</b>	Ray Spray	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000610107</b>	Justin Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610113</b>	Ellen Dixon	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000610114</b>	Lindsey Mattinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000610116</b>	Cassy Hahn	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000610118</b>	Jennifer Reynolds	Application	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	1.53
<b>INC000000610121</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610124</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610147</b>	Lani Nisbet	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610151</b>	Randilee Spencer	Application	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Closed	TTR Missed: No	1.02
<b>INC000000610154</b>	Rick Brenkmann	None	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610164</b>	Crystal Neil	None	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000610172</b>	Alyshia Jenkins	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000610175</b>	Richelle Surplus	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610190</b>	Teresa Swensen	None	None	None		TIR Missed: No	0.57
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.17

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## Workforce Services

<b>INC000000610201</b>	Rowena York	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000610213</b>	Tina Kappos	None	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.74
<b>INC000000610214</b>	Merrill Black	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.26
<b>INC000000610230</b>	Gilda Castillo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610249</b>	Karin Allen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.95
<b>INC000000610258</b>	Lori Fox-Bush	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000610260</b>	Molly Morehouse	Network	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.71
<b>INC000000610274</b>	Debra Warrington	Telecom	Hardware	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000610278</b>	Jennika Sheldon	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000610294</b>	Steve Leyba	PC/Laptop	None	None		TIR Missed: No	0.68
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.68
<b>INC000000610305</b>	Heather R VanderWarf	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610306</b>	Michelle Wright	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610308</b>	Lesnie Foster	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610309</b>	Cherice Bridges	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610311</b>	Paul Fasig	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610333</b>	Karen Quackenbush	None	None	None		TIR Missed: Yes	37.37
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: Yes	46.52
<b>INC000000610336</b>	Erica Steiner	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	

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## Workforce Services

<b>INC000000610350</b>	Marie Higgins	None	None	None		TIR Missed: No	0.14
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000610362</b>	Barbara Andersen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610363</b>	Teresa Gentry	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610364</b>	Toni Jex	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.20
<b>INC000000610381</b>	Jenny Kehr	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.63
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.63
<b>INC000000610391</b>	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610395</b>	Connie Shearwood	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610412</b>	Colleen Jamison	Application	Error	Gmail		TIR Missed: No	0.22
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: Yes	7.92
<b>INC000000610421</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610422</b>	Rene Meza	None	None	Gmail		TIR Missed: No	0.15
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000610425</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610427</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610430</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610431</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610433</b>	Forest Turner	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610434</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610436</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000610437</b>	Allyn Klingonsmith	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000610439</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610442</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610443</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610444</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610445</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610446</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610447</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610449</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610452</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610454</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610455</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610457</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610458</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610459</b>	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610502</b>	Bonnie Johnson	None	None	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.80
<b>INC000000610514</b>	Kari Marty	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000610517</b>	David Allen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610524</b>	Kathy Wendel	Application	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610526</b>	Chris Loizos	None	None	Google Chrome		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610527</b>	Vanessa Washington	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.55
<b>INC000000610556</b>	Loggins Merrill	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000610559</b>	Amy Rindlisbacher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	1.25
<b>INC000000610570</b>	Mary Zorn	Application	Password	Gmail		TIR Missed: No	0.24
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000610590</b>	Kimberly Reyburn	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000610592</b>	Lyn Frohlich	EIS Hardware	None	None		TIR Missed: No	0.14
	Strategic Communications	Kerry Williamson	Workforce Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000610593</b>	Mitchell Kamens	Network	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000610594</b>	Dorothy Hall	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000610597</b>	Debbie Sheldon	Application	Error	Gmail		TIR Missed: No	0.46
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	5.04
<b>INC000000610599</b>	Mary Ann Keefer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000610619</b>	Betty Betham	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610670</b>	Mary Zorn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000610674</b>	Lane Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000610678</b>	Lanette Best	None	None	None		TIR Missed: No	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.18

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## Workforce Services

<b>INC000000610691</b>	Demetria Keele	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.13
<b>INC000000610695</b>	Veronica Comandone	None	None	None	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.26
<b>INC000000610725</b>	Eric Martinson	Application	Error	DWS Web	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.51
<b>INC000000610729</b>	Regina Vail	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000610741</b>	Carl Downing	None	None	None	TIR Missed: No	0.37
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.37
<b>INC000000610747</b>	James Borrowman	Application	Error	Gmail	TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.25
<b>INC000000610755</b>	Matthew Weeks	None	None	Gmail	TIR Missed: Yes	1.14
	Technical Lead/Project Manager	Mark Lowe	Workforce Services	Low Closed	TTR Missed: Yes	6.48
<b>INC000000610757</b>	Heather R VanderWarf	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000610767</b>	Paul Birkbeck	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: Yes	6.42
<b>INC000000610780</b>	Jolie Bevers	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000610790</b>	Stephen Lisonbee	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low Resolved	TTR Missed: Yes	26.84
<b>INC000000610792</b>	Grazyna Janeczko	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
<b>INC000000610808</b>	Rebecca Farnsworth	Application	Error	Utah Works	TIR Missed: No	0.06
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	2.95
<b>INC000000610813</b>	Doris Adams	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	0.81
<b>INC000000610830</b>	Matthew Weeks	Application	Error	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.25
<b>INC000000610853</b>	Cami Sandoval	PC/Laptop	Hardware	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.30
<b>INC000000610859</b>	Benjamin R Patterson	None	None	None	TIR Missed: No	0.88
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.88

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## Workforce Services

<b>INC000000610867</b>	Tracia Sullivan Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000610870</b>	Todd Bauerle Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.55
<b>INC000000610873</b>	JaNea Lund Metro A Help Desk	None Liz Evans	None Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.51 0.80
<b>INC000000610878</b>	Casey Erickson Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610892</b>	Cindy Adams Metro A Desktop Support	Application Eric A Sedgwick	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.42
<b>INC000000610898</b>	Dawna Kranendonk Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000610906</b>	Toni C Ansel Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610909</b>	Judianne Collins Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610923</b>	Christine Mayne Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.14
<b>INC000000610929</b>	Jenine Wood Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 1.42
<b>INC000000610933</b>	Kathy Hayden Help Desk	Application James Stearns	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.11
<b>INC000000610947</b>	Victor Angeles Help Desk	Application James Stearns	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.29 0.29
<b>INC000000610957</b>	Christine Mayne Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.57 21.37
<b>INC000000610960</b>	Gail Boyd Metro A Desktop Support	None Eric A Sedgwick	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610981</b>	Patrick Concepcion Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 0.01
<b>INC000000610982</b>	Kaylee Ashdown Metro A Help Desk	Application Liz Evans	Error Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
<b>INC000000611008</b>	Victor Angeles Help Desk	Application James Stearns	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.17 0.17



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## Workforce Services

<b>INC000000611030</b>	Darren Sheffer	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611037</b>	Lauren Barker	Application	Error	Java Platform SE		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611040</b>	Lauren Barker	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611041</b>	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611043</b>	Lela King	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611061</b>	Karla Aguirre Klingenberg	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611093</b>	Rachelle Rypien-Walker	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611098</b>	Vilma Flores	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611103</b>	Demetria Keele	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611109</b>	Stephanie Trappett	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611124</b>	Jennifer Buonocore	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611130</b>	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611264</b>	Rod Gordon	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611270</b>	Brent Newren	Telecom	None	None		TIR Missed: No	0.00
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611283</b>	Brent Newren	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611299</b>	Kim Hathaway	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611303</b>	Brent Newren	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.67
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.67

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## Workforce Services

<b>INC000000611321</b>	Robert Chambers	Application	Error	Gmail		TIR Missed: No	0.00
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Resolved	TTR Missed: No	1.28
<b>INC000000611323</b>	Jana Kano	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611333</b>	Jennifer Mattinson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000611334</b>	Miri Parker	None	None	None		TIR Missed: No	0.72
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.88
<b>INC000000611349</b>	Phuc Nguyen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611369</b>	Timothy Budd	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611381</b>	Kim-Ngan Lam	Application	Error	Gmail		TIR Missed: No	0.00
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Resolved	TTR Missed: No	0.82
<b>INC000000611388</b>	Lisa Murphy	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611389</b>	Maricela Flores	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000611400</b>	Rob Haltom	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611418</b>	Shelley Long	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000611420</b>	Kathy Hayden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611429</b>	Mary Martinez	None	None	Gmail		TIR Missed: No	0.23
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000611443</b>	Michelle Wright	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000611450</b>	Angela A Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611460</b>	Dan Schuring	None	None	None		TIR Missed: Yes	30.75
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: Yes	30.95
<b>INC000000611470</b>	Lindsey Caffall-Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000611473</b>	Rebecca D Anderson	PC/Laptop	Error	None		TIR Missed: No	0.24
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000611482</b>	Sandy L Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000611509</b>	Tawnia Page	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000611512</b>	Stacy Eastman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611529</b>	Maynee Vongphamany	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Resolved	TTR Missed: No	0.36
<b>INC000000611533</b>	Lynn Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000611534</b>	Celia Ferrell	Application	Password	Gmail		TIR Missed: No	0.19
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000611537</b>	Lant Olsen	None	None	None		TIR Missed: No	0.30
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000611544</b>	Debra Slotboom	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611553</b>	Elaine Jensen	PC/Laptop	Virus	None		TIR Missed: No	0.33
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.67
<b>INC000000611566</b>	Gail Nelson Stokes	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	5.25
<b>INC000000611574</b>	Brenda Johnson	PC/Laptop	Password	None		TIR Missed: No	0.15
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000611576</b>	Edina Cesko-Wilson	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000611602</b>	Chris Holman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000611616</b>	Reese Cooper	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.38
<b>INC000000611621</b>	Lisa Thomas	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	4.75
<b>INC000000611645</b>	Katherine Smith	Application	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.10

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## Workforce Services

<b>INC000000611652</b>	Carol Conti	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000611666</b>	Sonya Erickson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000611667</b>	Alleyn Kinney	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000611673</b>	Grazyna Janeczko	None	None	Gmail		TIR Missed: Yes	5.96
	Technical Lead/Project Manager	Mart Gardner	Workforce Services	Low	Resolved	TTR Missed: No	5.96
<b>INC000000611674</b>	Jeana Whitlock	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000611675</b>	Maryana Valles	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.49
<b>INC000000611677</b>	Verner Iglesias	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000611679</b>	Ivan Oakeson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
<b>INC000000611694</b>	Michael Nixon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000611722</b>	Chris Holman	None	None	None		TIR Missed: Yes	7.28
	Enterprise Security	Jed Johnson	Workforce Services	Low	Resolved	TTR Missed: Yes	7.97
<b>INC000000611741</b>	Aida Moreno	Application	Password	Utah Master Directory		TIR Missed: Yes	1.76
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	3.23
<b>INC000000611746</b>	Carrie Papworth	None	None	Gmail		TIR Missed: No	0.12
	Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000611783</b>	Phuc Nguyen	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611822</b>	Vicki Hiett	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000611826</b>	John Pace	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000611855</b>	Kelly Spafford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611917</b>	Annette Despain	Application	Password	Utah Master Directory		TIR Missed: No	0.13
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.35

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## Workforce Services

<b>INC000000611935</b>	Shirley Meyers	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000611937</b>	Kathleen Leiker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611941</b>	Georgina Bresnan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000611953</b>	Sharon Holmes	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.92
<b>INC000000611959</b>	Tala'ave Lakin	None	None	None		TIR Missed: Yes	2.05
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	2.12
<b>INC000000611966</b>	Kaylee Ashdown	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.74
<b>INC000000612003</b>	Gabby Calero	Application	Password	Kofax ImageControls		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612011</b>	Randy Vail	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612017</b>	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000612023</b>	Jackie Dalton	None	None	None		TIR Missed: No	0.25
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.25
<b>INC000000612024</b>	Connie I Fowler	Network	Password	None		TIR Missed: No	0.18
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000612027</b>	Debbie Sheldon	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.72
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.74
<b>INC000000612072</b>	Melissa Atkin	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000612077</b>	Valerie Argyle	Application	Error	Gmail		TIR Missed: No	0.05
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000612079</b>	Michelle Wright	Application	Error	Gmail		TIR Missed: No	0.04
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000612082</b>	Gary Kimber	None	None	Gmail		TIR Missed: No	0.00
	PCHELPS Gmail	Chris Olson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612115</b>	Alleyn Kinney	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.06

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## Workforce Services

<b>INC000000612122</b>	Toni Sierra	None	None	Gmail		TIR Missed: No	0.00
	PCHELPS Gmail	Chris Olson	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612128</b>	Kaylee Ashdown	None	None	None		TIR Missed: No	0.27
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.27
<b>INC000000612133</b>	James Whitaker	Application	None	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000612134</b>	Marles Oldroyd	Application	Error	Adobe Flash		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.37
<b>INC000000612152</b>	Worthy Glover Jr	Software	Application	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612165</b>	Becky Thacker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612182</b>	Wes Miles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612204</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612209</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612211</b>	Kim Ellsworth	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612214</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612215</b>	Stacy Neal	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000612219</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612221</b>	Marco Gonzalez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612222</b>	Bryan Kessinger	Application	Reporting	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000612223</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612224</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000612226</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612227</b>	Johnny Bedore III	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000612228</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612230</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612231</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612232</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612234</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612238</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612240</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612242</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612243</b>	Shawn Jolley	None	None	Gmail		TIR Missed: No	0.23
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.31
<b>INC000000612247</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612248</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612251</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612261</b>	Anne Mcgrail	Network	Error	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000612262</b>	Sylvia Garza	None	None	None		TIR Missed: No	0.40
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: Yes	6.63
<b>INC000000612274</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000612276</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612277</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612279</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612281</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612282</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612283</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612284</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612291</b>	Carlina Cubias-Garcia	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000612300</b>	Grazyna Janeczko	Application	Error	Oracle 8 Enterprise Edition		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000612362</b>	Colleen Jamison	Application	Error	Gmail		TIR Missed: No	0.00
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Resolved	TTR Missed: No	0.55
<b>INC000000612363</b>	Kaylee Ashdown	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000612365</b>	Joshua Hawkins	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000612397</b>	Alana Boscan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612400</b>	Pema Chagzoetsang	PC/Laptop	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612407</b>	Robert Birkinshaw	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612426</b>	Lynn Purdin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000612435</b>	David Allen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.66



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## Workforce Services

<b>INC000000612463</b>	Mike Cook	Application	Error	Gmail		TIR Missed: No	0.00
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	1.86
<b>INC000000612483</b>	David Allen	None	None	None		TIR Missed: No	0.24
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000612491</b>	Gerald Gappmayer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000612507</b>	Sheryl Nisely	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	1.59
<b>INC000000612521</b>	Cassy Hahn	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000612525</b>	Tara Connolly	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	3.31
<b>INC000000612534</b>	Lawnie Rasmussen	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000612537</b>	Lydia Alley	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.01
<b>INC000000612538</b>	Michelle Steele	None	None	None		TIR Missed: Yes	3.31
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	4.52
<b>INC000000612539</b>	Betty Betham	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	8.02
<b>INC000000612547</b>	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.23
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	4.18
<b>INC000000612554</b>	Reese Cooper	PC/Laptop	Error	None		TIR Missed: No	0.36
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.36
<b>INC000000612580</b>	Ronda Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612581</b>	Gerald Gappmayer	Mobile Devices	None	None		TIR Missed: No	0.23
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.23
<b>INC000000612590</b>	Ronda Kelly	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.64
<b>INC000000612594</b>	Evelyn Gonzales	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.11
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.43
<b>INC000000612599</b>	Douglas Lee	PC/Laptop	None	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.48

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## Workforce Services

<b>INC000000612628</b>	Freddie Ann Stevenson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612633</b>	Perry Colette	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612634</b>	June Bradfield	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612647</b>	Karen A Williams	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612651</b>	Kaylee Ashdown	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000612654</b>	Jackie Dalton	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.34
<b>INC000000612687</b>	Merrill Black	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.91
<b>INC000000612706</b>	Jennifer Domenici	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000612712</b>	Ryan Hale	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.46
<b>INC000000612716</b>	Mike Miller	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000612722</b>	James Whitaker	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000612732</b>	Nancy Galt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000612758</b>	Tina Kappos	None	None	None		TIR Missed: Yes	6.09
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: Yes	6.09
<b>INC000000612760</b>	Mary Gehman-Smith	None	None	None		TIR Missed: No	0.32
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.32
<b>INC000000612761</b>	Pamela McIntyre	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000612767</b>	Shawna Gelhard	None	None	None		TIR Missed: Yes	2.36
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	2.41
<b>INC000000612788</b>	Cesar Salazar	Application	None	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	4.57

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## Workforce Services

<b>INC000000612805</b>	Claudio Arancibia	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.01
<b>INC000000612825</b>	Kathryn Morrow	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	5.98
<b>INC000000612833</b>	Tonia Jones	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.43
<b>INC000000612835</b>	Javier Hernandez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612848</b>	Ryan Hale	Application	Error	eFIND/eSHARE		TIR Missed: No	0.35
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.35
<b>INC000000612863</b>	Dean Godfrey	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000612868</b>	Christi Seger	Application	Error	None		TIR Missed: No	0.99
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	1.45
<b>INC000000612878</b>	Christina Gale	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	0.78
<b>INC000000612894</b>	Susan Cottam	None	None	None		TIR Missed: No	0.06
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.25
<b>INC000000612895</b>	Kristan Hall	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612903</b>	Nancy Nordlund	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000612930</b>	John Davenport	PC/Laptop	None	None		TIR Missed: No	0.14
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000612934</b>	Scott Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612937</b>	Cassandra Pickle	None	None	None		TIR Missed: Yes	3.48
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	3.48
<b>INC000000612942</b>	Amira Mijic	None	None	None		TIR Missed: Yes	3.18
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	3.25
<b>INC000000612943</b>	Dean Godfrey	Application	Error	Mozilla Firefox		TIR Missed: No	0.39
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000612979</b>	Jason Miller	Application	Error	iPhone		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03

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## Workforce Services

<b>INC000000612982</b>	Timothy Dye	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.02
<b>INC000000612983</b>	Lana Mutz	Telecom	Voice Mail	Telephone	TIR Missed: No	0.07
	Voice Operations	James Gifford	Workforce Services	Low Resolved	TTR Missed: No	2.54
<b>INC000000612986</b>	Curt Stewart	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000612988</b>	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000612990</b>	Keith Heaton	Application	Error	None	TIR Missed: No	0.11
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.11
<b>INC000000613010</b>	Stacie A Johnson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000613011</b>	Robert Gilbert	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000613013</b>	Dave Herrera	Network	Error	Internet Explorer	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Resolved	TTR Missed: No	0.47
<b>INC000000613017</b>	Jean Fisher	Application	None	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.11
<b>INC000000613038</b>	Josh Mordecai	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000613040</b>	Lance Olsen	PC/Laptop	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.06
<b>INC000000613051</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000613055</b>	Aly Scovil	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000613056</b>	Melissa Romero-McKean	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000613065</b>	Marco Gonzalez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.33
<b>INC000000613068</b>	Alyssa Maciejewski	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000613069</b>	Lori Newren	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.03

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## Workforce Services

<b>INC000000613075</b>	Melissa Presley Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613090</b>	Kaylee Ashdown Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613122</b>	Jacki Andrew Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00 1.17
<b>INC000000613131</b>	Lauri Green Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613166</b>	Katie Lee Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000613175</b>	Andy Platt Rural South Desktop Support	PC/Laptop Lance Nay	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.51 0.51
<b>INC000000613184</b>	Trish West Rural South Desktop Support	Software Dan Anthony	Operating System Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613188</b>	Piper Leon Help Desk	Application Vicky Marrelli	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613199</b>	Vilma Flores Rural North Desktop Support	Network Kim Ratushniak	Incident Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.78 1.78
<b>INC000000613204</b>	Vilma Flores Rural North Desktop Support	Network Kim Ratushniak	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.07
<b>INC000000613205</b>	Paul Birkbeck Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613212</b>	Karen Conley Metro A Help Desk	Application Ed Conrad	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613270</b>	Eric Faulkner Rural North Desktop Support	PC/Laptop Don Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000613289</b>	Galina Greer Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613293</b>	Galina Greer Metro B Desktop Support	None Stephanie Young	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000613298</b>	Andrea Henderson Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000613318</b>	Lauri Green Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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## Workforce Services

<b>INC000000613330</b>	Ashley Baker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000613338</b>	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.26
<b>INC000000613345</b>	Dorothy Williams	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	4.17
<b>INC000000613351</b>	Lanette Best	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.10
<b>INC000000613374</b>	Julie Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613391</b>	Sarah Lu	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000613400</b>	Debbie Sheldon	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.83
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.85
<b>INC000000613401</b>	Deni Swanger	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.29
<b>INC000000613437</b>	Jaynee Kimber	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613440</b>	Ginger Humphrey	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000613461</b>	Brook Mecham	None	None	Gmail		TIR Missed: No	0.05
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000613469</b>	Linda Hansen	None	None	Gmail		TIR Missed: No	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000613472</b>	J G Bronson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613496</b>	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000613503</b>	Shane Young	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613512</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613517</b>	Clyde D Hansen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000613526</b>	Leann Robinson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.45
	Voice Operations	James Gifford	Workforce Services	Low	Resolved	TTR Missed: No	4.90
<b>INC000000613551</b>	Grazyna Janeczko	None	None	None		TIR Missed: No	0.11
	Application Support - CATS IV	Robert Love	Workforce Services	Low	Resolved	TTR Missed: Yes	7.05
<b>INC000000613556</b>	Veronica Comandone	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000613564</b>	Ben Mortensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613567</b>	Katie Lee	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000613588</b>	Lauren Barker	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613590</b>	Wendi Jo Knighton	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000613598</b>	Lance Soffe	Telecom	Voice Mail	Telephone		TIR Missed: No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.43
<b>INC000000613600</b>	Sue Ann Heino	None	None	Gmail		TIR Missed: No	0.76
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	1.34
<b>INC000000613603</b>	Heather Mousley	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.79
<b>INC000000613609</b>	Holli Turner	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000613612</b>	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.52
<b>INC000000613614</b>	Jennifer Cunningham	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	3.05
<b>INC000000613643</b>	Wendi Jo Knighton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613648</b>	Jessica Staker	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.27
<b>INC000000613652</b>	Jackie Dalton	None	None	None		TIR Missed: Yes	1.49
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: Yes	9.74
<b>INC000000613674</b>	Debbie Sparks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.14

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## Workforce Services

<b>INC000000613682</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613683</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613716</b>	Celia Ferrell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000613718</b>	Josh Mordecai	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000613722</b>	Randy Simon	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000613725</b>	Agnes Lomu	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000613748</b>	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613751</b>	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613762</b>	Garth Anderson	None	None	Gmail		TIR Missed: No	0.84
	Enterprise Security	Bobette Phillips	Workforce Services	Low	Resolved	TTR Missed: No	0.88
<b>INC000000613766</b>	Joyce Henline	None	None	Gmail		TIR Missed: Yes	1.44
	Enterprise Security	Bobette Phillips	Workforce Services	Low	Resolved	TTR Missed: No	1.44
<b>INC000000613793</b>	Bob Coash	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000613819</b>	Cory Casaril	Telecom	Voice Mail	Telephone		TIR Missed: No	0.33
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.64
<b>INC000000613890</b>	Gill Johns-Young	Application	None	Acrobat Reader		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000613956</b>	Merrill Black	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613957</b>	Carmen Bowles	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Medium	Resolved	TTR Missed: No	0.36
<b>INC000000613962</b>	Sterling Marx	Application	Error	Avaya IP Softphone		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.32
<b>INC000000613963</b>	Verner Iglesias	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00



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## Workforce Services

<b>INC000000613965</b>	Sameera Iqbal	Application	None	Novell Messenger	TIR Missed: No	0.00
	Application Support - Web Dev	Dave Clark	Workforce Services	Low Resolved	TTR Missed: No	3.25
<b>INC000000613980</b>	Bonnie L Kelsey	Application	None	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	0.20
<b>INC000000613988</b>	Brandi Gunnell	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.06
<b>INC000000614016</b>	Thomas Wilson	Application	Password	Utah Master Directory	TIR Missed: No	0.19
	Help Desk	James Stearns	Workforce Services	Low Resolved	TTR Missed: No	0.19
<b>INC000000614019</b>	Sherry Bird	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.11
<b>INC000000614025</b>	Josh Mordecai	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low Resolved	TTR Missed: Yes	36.49
<b>INC000000614037</b>	Eric Bates	Application	Password	Utah Master Directory	TIR Missed: No	0.35
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.78
<b>INC000000614047</b>	Milagros Santos	Application	Error	Gmail	TIR Missed: No	0.35
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.52
<b>INC000000614050</b>	Jackie Dalton	None	None	None	TIR Missed: No	0.30
	Metro B Desktop Support	Mike Sine	Workforce Services	Low Resolved	TTR Missed: No	0.31
<b>INC000000614053</b>	Rebecca Banner	None	None	None	TIR Missed: No	0.20
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.39
<b>INC000000614058</b>	Debbie Sparks	None	None	None	TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low Resolved	TTR Missed: Yes	15.79
<b>INC000000614092</b>	Shirley Hilton	Application	Error	Gmail	TIR Missed: No	0.86
	Application Services	Danielle Hood	Workforce Services	Low Resolved	TTR Missed: No	0.86
<b>INC000000614099</b>	Robert Noyes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614105</b>	Carol Hansen	Network	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Resolved	TTR Missed: No	0.54
<b>INC000000614116</b>	Lauri Green	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614133</b>	Sharon Holmes	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614136</b>	Amber Jackson	PC/Laptop	Error	Utah Master Directory	TIR Missed: No	0.09
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	2.35

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## Workforce Services

<b>INC000000614139</b>	Lisa D Dowling	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614151</b>	Brian Richards	None	None	None		TIR Missed: No	0.18
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000614159</b>	Patrick Concepcion	None	None	None		TIR Missed: Yes	10.81
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: Yes	10.81
<b>INC000000614161</b>	Josh Mordecai	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614281</b>	Mary Ann Lawson	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614288</b>	Valerie Argyle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614295</b>	Betty Betham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614335</b>	Rebecca Sangberg	Telecom	Hardware	Telephone		TIR Missed: No	0.83
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.83
<b>INC000000614336</b>	Brandon Haslam	Network	Error	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	4.23
<b>INC000000614338</b>	Tala'ave Lakin	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000614344</b>	Sanobi Johnson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.15
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000614347</b>	Lisa Vongthongchit	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.31
<b>INC000000614348</b>	Heather Shuman	Telecom	Call/Receive	Telephone		TIR Missed: No	0.50
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.50
<b>INC000000614350</b>	Darlean Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614376</b>	Sallie Muir	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614378</b>	Troy Evans	Application	None	Google Chrome		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.84
<b>INC000000614383</b>	Mary Martinez	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000614390</b>	Rebecca D Anderson	None	None	None		TIR Missed: Yes	1.01
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	1.01
<b>INC000000614407</b>	Lauri Green	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	1.41
<b>INC000000614409</b>	Lisa C Peterson	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000614413</b>	Shauna Heil	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
<b>INC000000614423</b>	Kathy Hayden	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.85
<b>INC000000614426</b>	Felicia Kinder	None	None	Gmail		TIR Missed: No	0.20
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000614429</b>	Gary Newren	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000614438</b>	Lant Olsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000614500</b>	Janae Parker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000614503</b>	Cory Pearson	Application	Error	None		TIR Missed: No	0.03
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000614507</b>	Diane Lovell	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000614511</b>	Linda McGrath	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.10
<b>INC000000614522</b>	Lauri Green	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000614526</b>	Irwin Purcell	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000614530</b>	Janet Jolley	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000614533</b>	Art Fracchia	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000614534</b>	Tom Turley	None	None	None		TIR Missed: No	0.24
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.29

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## Workforce Services

<b>INC000000614550</b>	Alyssa Maciejewski	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000614556</b>	Rachelle Brown	Application	Reporting	None		TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000614568</b>	Shauna Vigil	None	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000614575</b>	Cory Pearson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000614576</b>	Paul Garoppo	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.18
<b>INC000000614602</b>	Shannon Manchester	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	1.76
<b>INC000000614610</b>	Susan Weaver-Levet	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614622</b>	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000614623</b>	Leann Robinson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000614631</b>	Aaron Carlsen	None	None	None		TIR Missed: Yes	2.05
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	2.25
<b>INC000000614635</b>	Kathy Wendel	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000614649</b>	Jolyn Bevan	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000614652</b>	Molly Morehouse	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000614679</b>	Shane Young	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000614748</b>	Tina Kappos	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	1.80
<b>INC000000614759</b>	Anne Vincent	None	None	None		TIR Missed: Yes	2.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	2.00
<b>INC000000614764</b>	Shallen Kimber	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000614773</b>	Debbie Westbroek	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614774</b>	Kayl Smith	Application	None	PGP	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614776</b>	Carrie Peterson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614778</b>	Justin Fowers	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614784</b>	Rebecca D Anderson	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614791</b>	Paula Ferrario	Application	Password	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Resolved	TTR Missed: No	2.81
<b>INC000000614799</b>	Carol Hansen	PC/Laptop	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Resolved	TTR Missed: No	4.20
<b>INC000000614817</b>	Teresa Swensen	Telecom	Dial Tone	Telephone	TIR Missed: No	0.29
	Metro A Hosting	Tom Carney	Workforce Services	Low Resolved	TTR Missed: No	0.37
<b>INC000000614825</b>	Cassy Hahn	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	
<b>INC000000614841</b>	Ashley Baker	Telecom	None	Telephone	TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Workforce Services	Low Resolved	TTR Missed: No	0.58
<b>INC000000614843</b>	Ashley Baker	None	None	None	TIR Missed: No	0.24
	Voice Engineering	Julie Johnson	Workforce Services	Low Resolved	TTR Missed: No	0.24
<b>INC000000614855</b>	Debbie Lyberger	None	None	None	TIR Missed: No	0.09
	Metro A Hosting	Tom Carney	Workforce Services	Low Resolved	TTR Missed: No	0.27
<b>INC000000614860</b>	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614861</b>	Koral Vasquez	None	None	Gmail	TIR Missed: No	0.54
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	0.54
<b>INC000000614868</b>	Shantelle Roberts	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614875</b>	Rowena York	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
<b>INC000000614881</b>	Kasey Ramsey	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	

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## Workforce Services

<b>INC000000614888</b>	Norene Webster	Application	Reporting	Microsoft Excel		TIR Missed: No	0.12
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.34
<b>INC000000614889</b>	Rowena York	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.38
<b>INC000000614915</b>	Rowena York	None	None	None		TIR Missed: No	0.96
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.96
<b>INC000000614927</b>	Rebecca Farnsworth	Network	Incident	Utah Works		TIR Missed: Yes	3.80
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: Yes	6.87
<b>INC000000614948</b>	Rowena York	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614950</b>	Lant Olsen	Telecom	Voice Mail	Telephone		TIR Missed: No	0.99
	Voice Operations	James Gifford	Workforce Services	Low	Resolved	TTR Missed: No	0.99
<b>INC000000614959</b>	Rebecca Farnsworth	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000614999</b>	Karen Quackenbush	None	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000615001</b>	Vivian Holmes	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000615023</b>	Milenna Russell	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615039</b>	Josh Mordecai	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615041</b>	Stacie Tonks	None	None	None		TIR Missed: No	0.38
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.38
<b>INC000000615046</b>	Kayl Smith	Application	Reporting	PGP		TIR Missed: No	0.22
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.27
<b>INC000000615052</b>	Rowena York	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000615066</b>	June Conn-Solomon	Server	None	None		TIR Missed: No	0.49
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.49
<b>INC000000615071</b>	Sandra Davis	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	1.88
<b>INC000000615072</b>	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	1.86

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## Workforce Services

<b>INC000000615073</b>	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	1.84
<b>INC000000615076</b>	Giselle Jackson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000615102</b>	Phuc Nguyen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615117</b>	Judy Kearns	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615125</b>	Alyshia Jenkins	None	None	None		TIR Missed: No	0.42
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	0.84
<b>INC000000615149</b>	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000615171</b>	Jeri Uresk	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000615199</b>	Kerrie Jensen	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000615222</b>	Betty Betham	Application	Error	Content Manager		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615251</b>	Josh Mordecai	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615254</b>	Jennifer Doxey	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615264</b>	Shane ODell	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615265</b>	Estefana Gutierrez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615266</b>	Jennifer Doxey	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615280</b>	Benjamin Hart	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615286</b>	Valerie Argyle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615309</b>	Chris Kamens	Application	Error	Gmail		TIR Missed: No	0.07
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.26

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## Workforce Services

<b>INC000000615318</b>	Felicia Kinder	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000615320</b>	Darija Cerninski	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615355</b>	Kasandra Asay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615362</b>	Darlean Jensen	Application	Password	Utah Master Directory		TIR Missed: No	0.26
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.26
<b>INC000000615378</b>	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615431</b>	Deni Swanger	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000615437</b>	Leslie Shortt	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000615445</b>	Clint Gray	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615452</b>	Melissa Presley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615474</b>	Shane Young	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000615490</b>	Chris Gordon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615495</b>	Cindy Adams	Telecom	IP	Telephone		TIR Missed: No	0.20
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	1.03
<b>INC000000615496</b>	Paula Johns	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000615504</b>	Karen Hess	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615513</b>	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615522</b>	Marco Gonzalez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.35
<b>INC000000615531</b>	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00



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## Workforce Services

<b>INC000000615537</b>	LeAnn Hatfield	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615552</b>	Norma Pech-Rousin	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.30
<b>INC000000615557</b>	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615560</b>	Shawna Werner	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000615596</b>	Hari Koirala	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.22
<b>INC000000615611</b>	Kevin O Olsen	None	None	None		TIR Missed: No	0.39
	Application Services	Danielle Hood	Workforce Services	Medium	Resolved	TTR Missed: Yes	20.47
<b>INC000000615613</b>	Toni Sierra	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615615</b>	Jackie Dalton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.70
<b>INC000000615622</b>	James Alexander	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000615634</b>	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000615639</b>	Connie Dumas	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000615640</b>	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615646</b>	Billi Crockett	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.28
<b>INC000000615657</b>	Jayme Schlangen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000615660</b>	Cathy Bell	Application	Password	Computerized Unemployment B		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
<b>INC000000615676</b>	Jacquelyn Harris	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.30
<b>INC000000615736</b>	James Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000615757</b>	Debra Zavala	None	None	Gmail		TIR Missed: No	0.06
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	0.28
<b>INC000000615763</b>	Kenneth Martinez	None	None	None		TIR Missed: Yes	1.05
	Metro B Desktop Support	Austin Farey	Workforce Services	Low	Resolved	TTR Missed: No	1.05
<b>INC000000615784</b>	Ryan Peterson	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000615842</b>	Candace Powers	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Medium	Resolved	TTR Missed: Yes	10.78
<b>INC000000615867</b>	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000615885</b>	Andrea Henderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615893</b>	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000615933</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.74
<b>INC000000615956</b>	Debbie Olsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615960</b>	Vilma Flores	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615961</b>	Vilma Flores	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615966</b>	Veronica Wian	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615979</b>	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615985</b>	Melisa Stark	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615992</b>	Terri Waters	Application	None	Google Chrome		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615993</b>	Connie I Fowler	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000615994</b>	Susan Munk	Application	None	Google Chrome		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000616035</b>	Evelyn Gonzales	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616044</b>	Junie Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616046</b>	Robert Kelley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616056</b>	Pam Larsen	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616072</b>	Brian Prettyman	Application	None	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616098</b>	Grant Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616152</b>	Erica Steiner	Application	Error	Gmail		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: Yes	6.99
<b>INC000000616177</b>	Gary Kimber	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.13
<b>INC000000616195</b>	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616215</b>	Tammy M Cole	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000616219</b>	Monty Peart	Application	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	5.69
<b>INC000000616232</b>	Shauna Vigil	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616280</b>	Rowena York	None	None	None		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.58
<b>INC000000616284</b>	Wendy Richards	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000616311</b>	Cory Pearson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
<b>INC000000616315</b>	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616346</b>	Laurel Morris	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07

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## Workforce Services

<b>INC000000616354</b>	Robin Parker	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616356</b>	Marlene Seedall	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.16
<b>INC000000616379</b>	Kim Raddon	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Ken Ainge	Workforce Services	Low	Resolved	TTR Missed: Yes	7.26
<b>INC000000616381</b>	Trenton Willson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	4.59
<b>INC000000616432</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616470</b>	Son Chau	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.34
<b>INC000000616471</b>	Joe Edman	PC/Laptop	Hardware	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.32
<b>INC000000616486</b>	Natalie Young	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000616497</b>	Bart Benson	None	None	Gmail		TIR Missed: No	0.15
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000616516</b>	Bart Benson	Application	Error	None		TIR Missed: No	0.14
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000616524</b>	Dawn Lay	Application	Error	Gmail		TIR Missed: No	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.29
<b>INC000000616545</b>	Toni Jex	None	None	None		TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.60
<b>INC000000616568</b>	Lane Anderson	Print/Copy/Scan/Fax	None	Utah Works		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000616598</b>	Jonathan Parrish	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616602</b>	Connie Smith	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	1.86
<b>INC000000616614</b>	Gerald Brown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.25
<b>INC000000616621</b>	Shauna Vigil	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.33

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## Workforce Services

<b>INC000000616634</b>	Prasoon Choudhary	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.23
<b>INC000000616636</b>	Cathy Bell	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616643</b>	Nan Powell	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616650</b>	Chris Kamens	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000616673</b>	Michelle Beebe	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.77
<b>INC000000616750</b>	Bryan Call	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616753</b>	Estefana Gutierrez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616760</b>	Mindy Gygi	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616780</b>	Erin Jones	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616784</b>	Charles Amonett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616828</b>	Marcia J Lea	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616832</b>	Ted Barley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.41
<b>INC000000616848</b>	Kandi Kutkas	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	3.42
<b>INC000000616850</b>	Sherri Kirk	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: Yes	6.22
<b>INC000000616860</b>	Becky Chambers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616868</b>	Twila Anderson	Application	Error	Gmail		TIR Missed: No	0.30
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.30
<b>INC000000616869</b>	Kelly Green	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000616871</b>	Marcia J Lea	Application	Error	Gmail		TIR Missed: No	0.37
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Resolved	TTR Missed: No	0.37
<b>INC000000616902</b>	Daniel Heyworth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616909</b>	Stacie Tonks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.17
<b>INC000000616912</b>	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000616917</b>	Amber Johnston	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.14
<b>INC000000616918</b>	Norma Pech-Rousin	Application	Error	Gmail		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000616919</b>	Matt Bulloch	Wireless Connectivity	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000616922</b>	Laura Ramos	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616923</b>	Amy Rindlisbacher	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000616925</b>	Justin Simmons	None	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000616928</b>	John Davenport	Network	Error	Google Chrome		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.15
<b>INC000000616946</b>	Molly Wengreen	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.66
<b>INC000000616947</b>	Gary Newren	Application	Error	Utah Works		TIR Missed: Yes	2.23
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.64
<b>INC000000616974</b>	Bianca Glasker	Application	Error	Gmail		TIR Missed: No	0.06
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.43
<b>INC000000617021</b>	Lydia Alley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617029</b>	Tawnia Page	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617030</b>	Jackie Dalton	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000617039</b>	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617045</b>	Amy Rindlisbacher	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617047</b>	Rachel Gehring	Application	Error	Gmail		TIR Missed: No	0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.19
<b>INC000000617049</b>	Rebecca D Anderson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617051</b>	Chris Holman	Application	Error	Gmail		TIR Missed: No	0.06
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.64
<b>INC000000617067</b>	Amy Rindlisbacher	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617074</b>	John Talcott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	2.44
<b>INC000000617115</b>	Trish West	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.25
<b>INC000000617116</b>	Mandy Davis	Application	Error	Gmail		TIR Missed: No	0.21
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.21
<b>INC000000617127</b>	Karen Ellsworth	Application	Error	Gmail		TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000617134</b>	Marina Martin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000617139</b>	Julio Carrillo	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
<b>INC000000617140</b>	Lori Groves	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
<b>INC000000617141</b>	Dave Wright	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
<b>INC000000617142</b>	Yvonne Krause	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01
<b>INC000000617143</b>	Larry Hillman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000617145</b>	Paul Ruth	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.01

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## Workforce Services

<b>INC000000617151</b>	Angela Madsen	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.01
<b>INC000000617161</b>	Kris Springer	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.01
<b>INC000000617163</b>	Toni Sierra	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000617177</b>	Steven Smith	Application	Password	Gmail		TIR Missed: No	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000617179</b>	Debbie Lyberger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617186</b>	Dave Wright	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617187</b>	Tracie Spears	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617190</b>	Dennie Tsuya	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.66
<b>INC000000617200</b>	Samantha Bowers	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617224</b>	Jana Kano	PC/Laptop	Password	None		TIR Missed: No	0.17
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.38
<b>INC000000617234</b>	Steve Madigan	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000617252</b>	Valorie Pacheco	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617257</b>	Faye Hubbard	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617259</b>	Valorie Pacheco	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617261</b>	Trish West	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: N/A	
<b>INC000000617265</b>	Nycole Tylka	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617271</b>	Ruth Warby	Application	Error	ZENworks for Desktops		TIR Missed: No	0.04
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.85



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## Workforce Services

<b>INC000000617299</b>	Bonnie Johnson	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.13
<b>INC000000617333</b>	Deborah Hamlett	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.10
<b>INC000000617351</b>	Linda McGrath	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000617357</b>	Gordon Walker	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.35
<b>INC000000617358</b>	Janet Jolley	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000617371</b>	Terri Waters	Application	None	Utah Works Web Site		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617411</b>	Brittney Hemingway	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	4.55
<b>INC000000617414</b>	Sharon Peake	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617445</b>	Matt Bulloch	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000617462</b>	Aaron Aders	None	None	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617467</b>	Patti Sellers	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617469</b>	Teresa Swensen	None	None	None		TIR Missed: No	0.94
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.94
<b>INC000000617489</b>	Bryan Call	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617508</b>	Bradley Bowen	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000617515</b>	Helen Southworth	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.03
<b>INC000000617559</b>	Wayne Brickey	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000617564</b>	Jackie Dalton	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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## Workforce Services

<b>INC000000617566</b>	Heather Knowlton	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617569</b>	Melissa Romero-McKean	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617573</b>	Amy Rindlisbacher	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617576</b>	Cory Casaril	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617577</b>	Ashley Baker	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617578</b>	Nique Frasier	Application	Error	Gmail		TIR Missed: Yes	1.70
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	1.70
<b>INC000000617579</b>	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617587</b>	Sanobi Johnson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.55
<b>INC000000617596</b>	Cami Graff	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000617597</b>	Norman Keith	Application	Error	Gmail		TIR Missed: No	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.10
<b>INC000000617603</b>	Stacey Joos	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.19
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.51
<b>INC000000617605</b>	Clint Beebe	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617607</b>	Nobilee Hutchinson	Application	Error	Gmail		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000617609</b>	Jimie Jones	Application	Error	Gmail		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000617610</b>	Linda Rothenberger	None	None	None		TIR Missed: No	0.41
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.41
<b>INC000000617612</b>	Susette Webb	Application	Password	Utah Master Directory		TIR Missed: No	0.02
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000617617</b>	Robin Herrera	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05

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## Workforce Services

<b>INC000000617621</b>	Ruth Warby	Application	None	Gmail		TIR Missed: No	0.20
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.33
<b>INC000000617629</b>	Melanie Reese	Application	Error	Gmail		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000617630</b>	Lorelei Church	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617633</b>	Steven Opager	Application	Error	Gmail		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000617635</b>	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.52
<b>INC000000617639</b>	Lanore Cunningham	Application	Error	Gmail		TIR Missed: No	0.29
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	2.83
<b>INC000000617648</b>	Tom Jewell	Application	Error	Gmail		TIR Missed: No	0.13
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000617655</b>	Lori Hatch	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	2.00
<b>INC000000617657</b>	Maria Nak	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000617661</b>	Brian Aston	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000617662</b>	Lara Rudloff	Application	Error	Gmail		TIR Missed: No	0.04
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.23
<b>INC000000617680</b>	Tilila Taulanga	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.32
<b>INC000000617696</b>	Sefik Feukic	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617701</b>	Grant Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.20
<b>INC000000617713</b>	Tracie Spears	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000617719</b>	Curtis Harmon	Application	Error	Content Manager		TIR Missed: No	0.00
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	0.73
<b>INC000000617722</b>	Pamela J Wilson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.08

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## Workforce Services

<b>INC000000617732</b>	Wendy Rosenthal	Application	Error	Gmail		TIR Missed: No	0.09
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	1.59
<b>INC000000617737</b>	Rosie Bills	Application	Error	Gmail		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000617740</b>	John Olson	Application	Error	Gmail		TIR Missed: No	0.05
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.05
<b>INC000000617741</b>	Luis Gatica	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617742</b>	Kevin Kehr	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617744</b>	Tilila Taulanga	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
<b>INC000000617745</b>	Karen Hess	Application	None	Gmail		TIR Missed: No	0.43
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.45
<b>INC000000617763</b>	Tilila Taulanga	None	None	None		TIR Missed: No	0.20
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.56
<b>INC000000617766</b>	Patricia Torres	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
<b>INC000000617784</b>	Tanya Smith	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617796</b>	Melanie Reese	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617818</b>	Emily Pilling	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.24
<b>INC000000617828</b>	LeAnn Hatfield	Application	Error	None		TIR Missed: No	0.82
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.82
<b>INC000000617839</b>	Mary Zorn	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000617840</b>	Karin Allen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617849</b>	Nicole Steele	None	None	None		TIR Missed: No	0.06
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.99
<b>INC000000617851</b>	Connie Dumas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	

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## Workforce Services

<b>INC000000617857</b>	Zenaida Martinez	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.09
<b>INC000000617863</b>	Agnes Lomu	None	None	None		TIR Missed: No	0.34
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.34
<b>INC000000617865</b>	Pattie Maw	Application	Error	Gmail		TIR Missed: No	0.06
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000617875</b>	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617877</b>	Fay Tan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617880</b>	Katriina Adair	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000617883</b>	Cristy Duncan	Application	Error	Gmail		TIR Missed: No	0.18
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.12
<b>INC000000617887</b>	Garth Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617897</b>	Amy Barnes	Application	Error	Gmail		TIR Missed: No	0.29
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.52
<b>INC000000617900</b>	Kimberly Reyburn	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.21
<b>INC000000617913</b>	Jeremy Robinson	Application	Error	Gmail		TIR Missed: No	0.08
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.08
<b>INC000000617924</b>	Lydia Alley	Application	Error	Gmail		TIR Missed: No	0.01
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.02
<b>INC000000617940</b>	Kristine Dalsing	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617947</b>	Jenica Sheldon	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.23
<b>INC000000617994</b>	Briee Lenhart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000618007</b>	Gail Boyd	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
<b>INC000000618018</b>	Yvette Woodland	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.18

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## Workforce Services

<b>INC000000618022</b>	Mary Zorn	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000618028</b>	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000618029</b>	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000618036</b>	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000618040</b>	Antonette Gray	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.06
<b>INC000000618049</b>	Veronica Comandone	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.10
<b>INC000000618050</b>	DARREN LARSON	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
<b>INC000000618059</b>	Debbie Olsen	Application	Error	Avaya IP Softphone		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000618060</b>	Debbie Olsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000618065</b>	Stephanie Trappett	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000618069</b>	Debbie Sheldon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000618073</b>	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00